Emirates Real Estate Solutions (ERES)

Ejari Lease Management System

User Manual

Version 2.0

EMIRATES REAL ESTATE SOLUTIONS

http://www.ejari.ae/

EJARI LEASE MANAGEMENT SOLUTIONS

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Welcome to Ejari! 1

Ejari is the new initiative of Real Estate Regulatory Agency (RERA) to regulate and facilitate the Rental Market of Dubai. This system significantly contributes to the enforcement of the provisions of Law No. 26 of 2007 that regulates the relationship between Landlords and Tenants in Dubai.

Ejari system provides a full portfolio of services to make the process of registration of rental/lease agreements easy and accessible to the owners and real estate management companies of various categories.

What is Ejari?

Ejari is a revolutionary lease management system that shall move Dubai real estate sector to be one of the best-regulated rental markets in the world. This system was designed to meet the laws' requirements as well as RERA vision to establish a robust regulatory system for the rental market and to protect the rights of all parties involved.

Ejari offers property owners, management companies and owner representatives, a set of services that go beyond registering the initial lease agreement to include renewal, cancellation, termination and printing of agreements. In addition to that, the system will ensure that lease agreements are fair and transparent to the parties involved and that their terms and conditions are given full weight in accordance with the provision of the laws.

This Manual

This manual provides all types of Ejari users with detailed instructions on how to use the system from A to Z. It guides you through all of the system modules including Registration, Search Property, Management Contracts and Tenancy Contracts and other system administration modules such as Settings and User Management.

Manual Styles and Conventions

Throughout this manual, we will refer to specific items of information as the following:



Note: you will see this note when there is an additional point we need to draw your attention to it.



Remember! You will see this icon when we need to remind you of previous mentioned information



Example: you will see this icon when we want to give you a real example on how to complete a specific area

Buttons that should be clicked/selected in the course of a procedure are presented as follows:

- Click on **Save** button 

- Select the **Hold Type** of the property 

Menu items, screen titles, field names are emphasized in **bold**, Each Word Capitalized format. Example: **Edit Group**

Tabs and wizard steps are emphasized in **bold**, underlined and Each Word Capitalized format. Example: **Facilities**

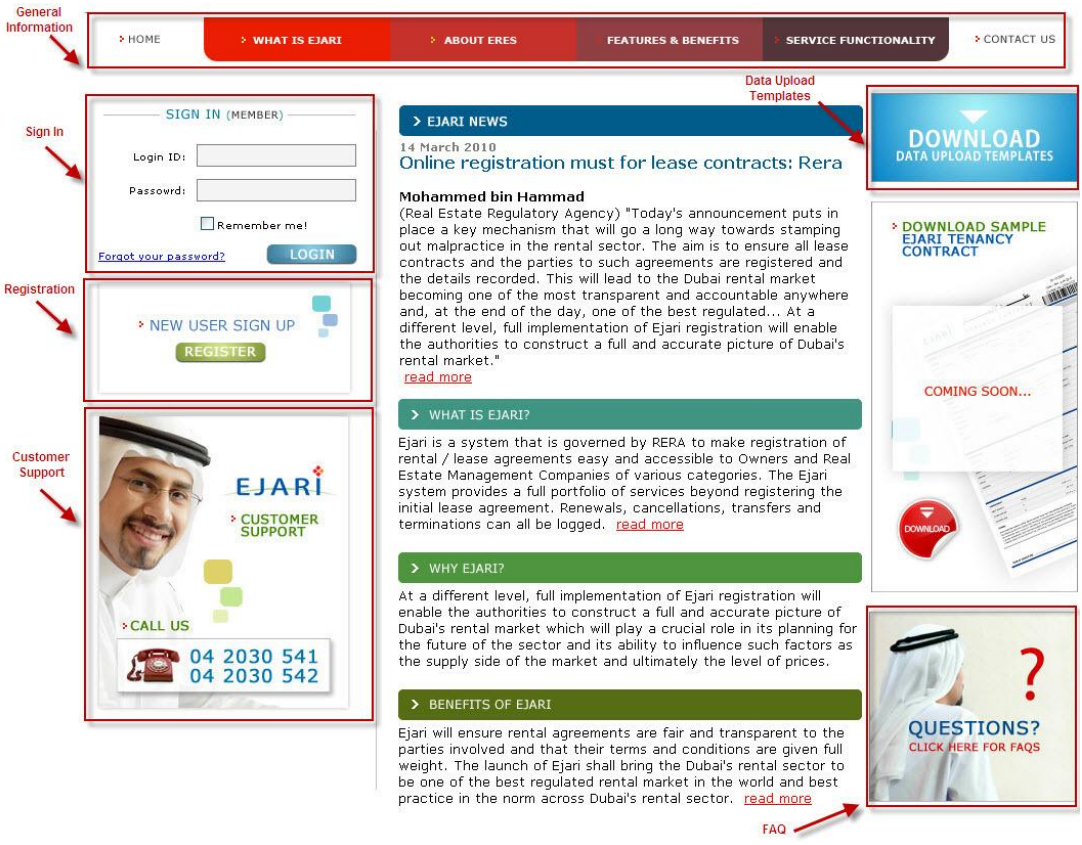
Getting to Know Ejari

2

The Ejari interface is simple and easy to use. There are no complicated menus or screens. Following the user manual instructions is all what it takes to perform your roles successfully.

Ejari Home Page

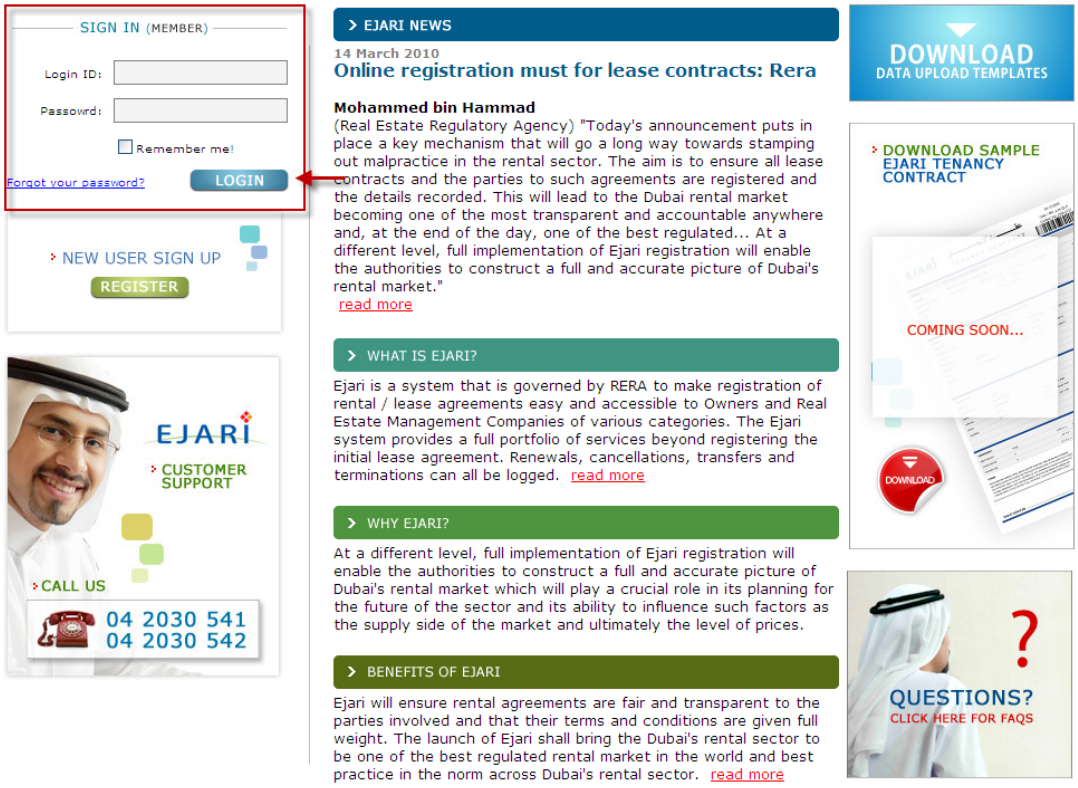
Before you login to Ejari, the home page of Ejari includes the following panels:



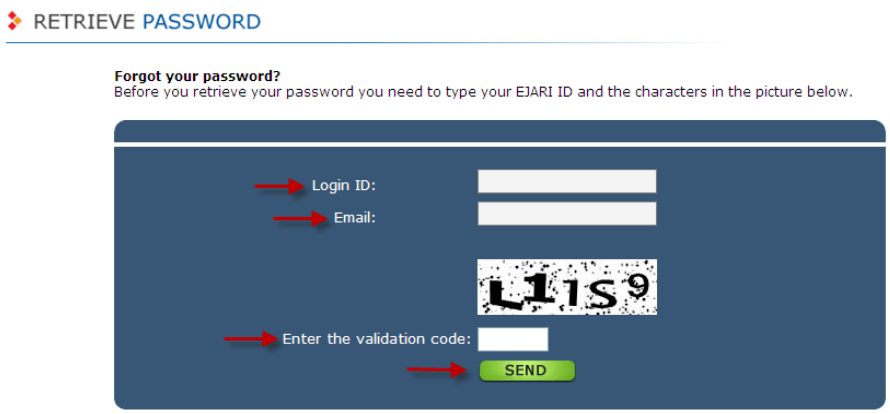
Component	Description
General Information	Read more about Ejari system and ERES through a set of general information pages. Send us your feedback and comments through Contact Us.
Sign In	Sign in to Ejari using your user name and password.
Registration	Click on Register to enroll in Ejari and obtain your user name and password.
Customer Support	Use the displayed numbers to contact Ejari customer support. Click on this area to send us an email.
FAQ	For any questions, click on this area to view the most common questions and answers asked by the public.
Data Upload Templates	Click on this link to download data upload templates. More details will be given on these templates throughout this user manual.

Signing In to Ejari

Once you receive a notification e-mail that your account is active, open Ejari website using this URL: www.ejari.ae and sign in using your username and password. Click on **Login**.



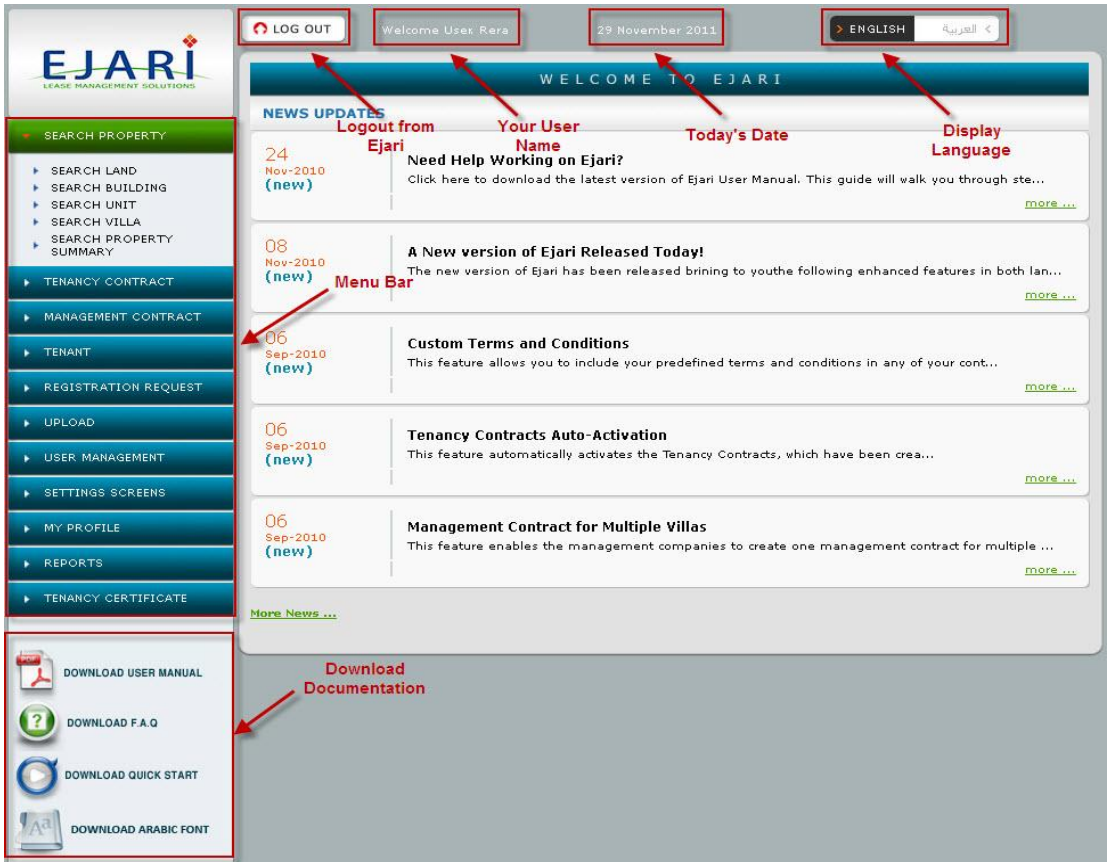
- To save your user name for future sign in, click on **Remember me!**
- If you forgot your password, click on **Forgot your password** link and a new page will open:



1. Enter your **login ID**
2. Enter your **Email** address that you used at the time of registration
3. Enter the characters as they appear in the **Validation Code**
4. Click on **Send**

Ejari Main Page

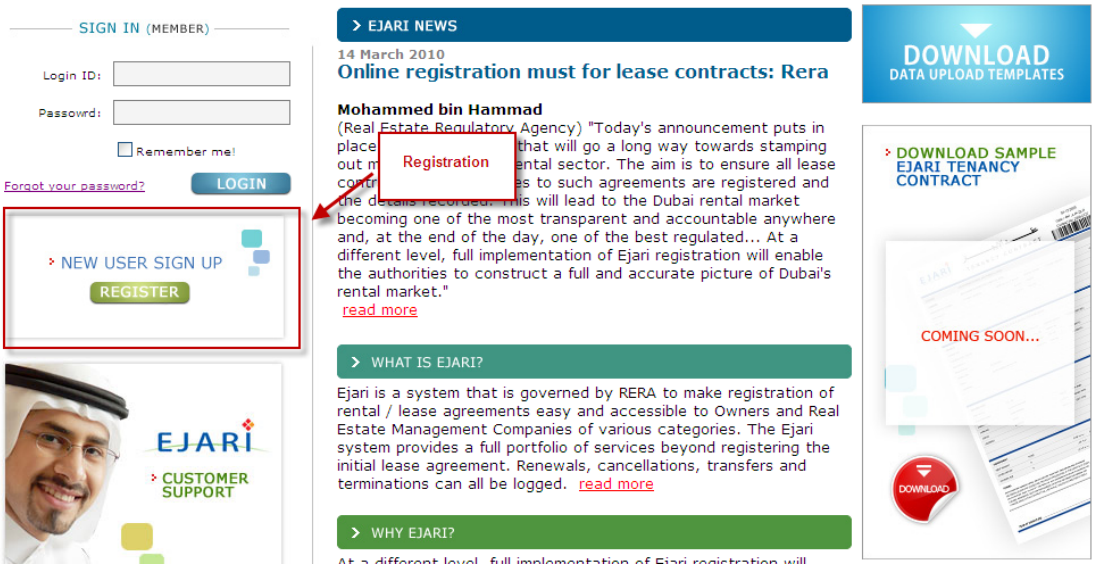
Once you login, the main page of Ejari includes the following panels:



Component	Description
Menu Bar	The menu bar displays commands for performing tasks. Menus are organized by topic. For example, the Search Property menu contains commands for searching different types of properties.
Log out	The log out button allows you to exit the system and take you back to the home page.
Date	Today's date will always be displayed on the top of the page.
Interface Language	The language button will allow you to switch between the Arabic and English interfaces.

Registration 3

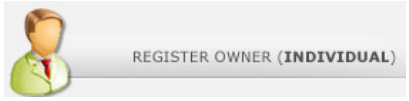
Now that you have familiarized yourself with Ejari, click on the registration link in the home page to register yourself as an owner (individual or company), a management company or an owner representative.



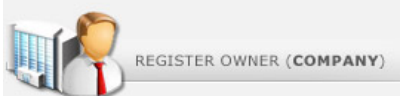
New User Sign Up

In the registration page, choose one of the following sections:

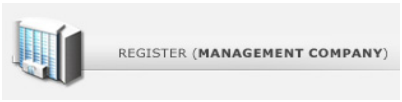
- If you are an individual owner, click on **Register** in the **Register Owner (Individual)** section to start your registration application



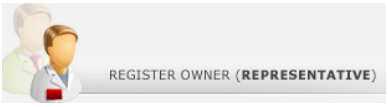
- If you are a company that owns properties, click on **Register** in the **Register Owner (Company)** section to start your registration application



- If you are a management company, click on **Register** in the **Register (Management Company)** section to start your registration application



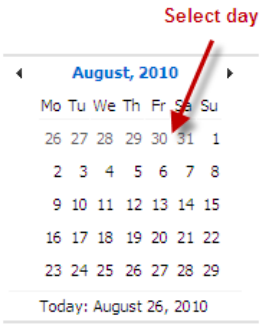
- If you are an owner representative, click on **Register** in the **Register Owner (Representative)** section to start your registration application



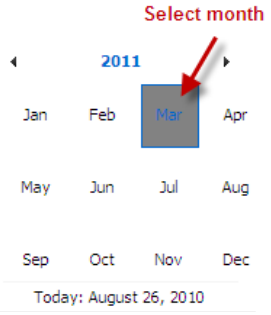
Before You Start

Before you start with your registration application, read the following instructions:

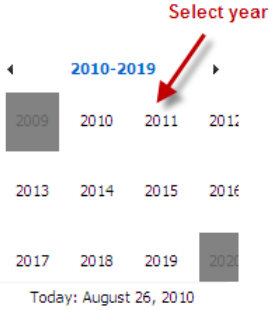
- Read the steps of the registration process to the left side of the screen
- Make sure that you have the required documents ready
- Click on **Download** to print and complete ERES agreement and deliver it to DLD along with the required document
- To enter a date, click on the calendar icon and the following calendar will appear:



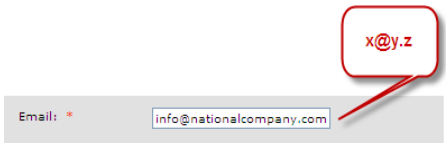
i. Use left and right arrows to select a day from the month before or after
ii. Click on the month and year on top of the calendar to view all the months of the year. User the arrow to select another year as show below:



iii. Click on the year on top of the calendar to view all the years within a period. User the arrow to select another period



- Always enter a valid email. The email will be the main communication channel between Ejari and you. Make sure that you provide the email address in the following format:



Example: info@nationalcompany.com

- All the required fields in the following sections are marked with a red asterisk (*), those fields are mandatory in order for you to move to the next step.

Account Information

At the time of creating this document, there are 4 different users' registration types, each in which users have to provide different information.

The users' types are as follows:

1. Owner Individual
2. Owner Company
3. Management Company
4. Owner representative

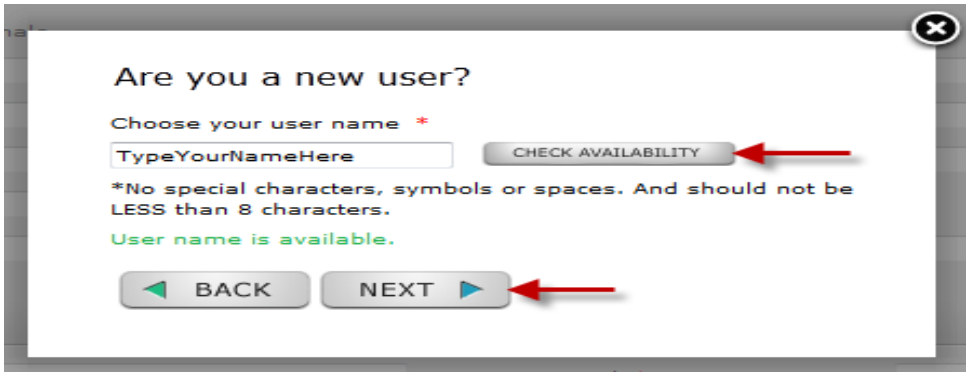
Based on your user type, follow the instructions provided in this section.

Owner Individual

1. Select the field **User Name**. Ejari will open a new window in which you can type your username and password if you are registered in any of DLD systems such as Simsari.



If you are a new user, click on the link Click Here. Type a username for your account and click on **Check Availability** to check whether this username was reserved by another user or not. If available, the following label will appear:

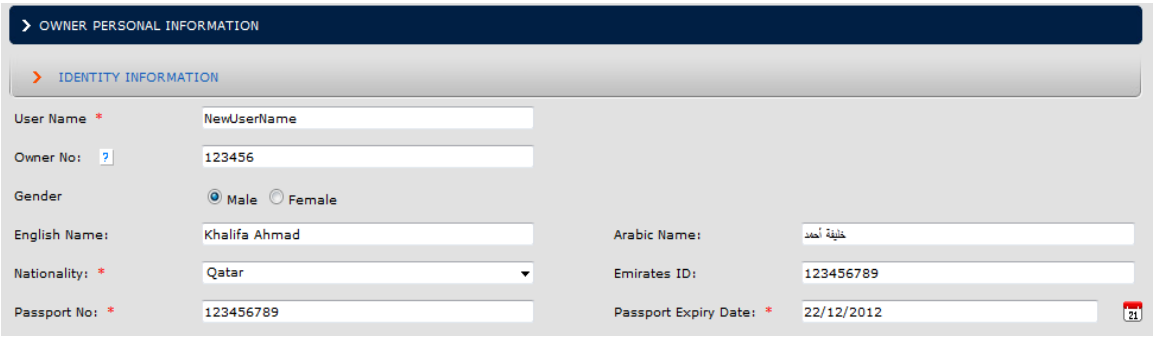


Note: If the username is not available, try to enter a different one and check its availability again

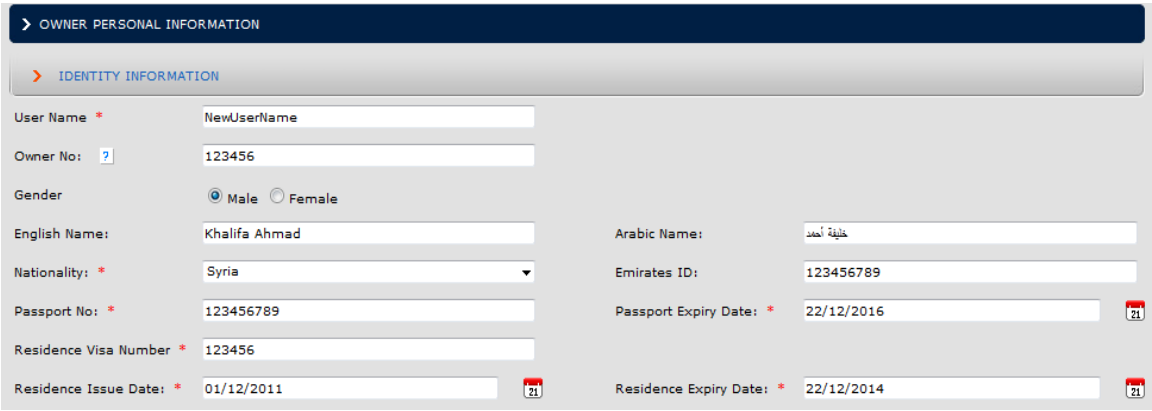
2. Click on **Next.** Ejari closes this window and enters the username you selected in the field User Name
3. Enter the **Owner No** (accredited by DLD)
4. Select the user **Gender**
5. Enter the user/owner name in **English & Arabic**
6. Enter **Emirates ID**
7. Select the **Nationality** from the dropdown list
    a. If you are a UAE citizen nationality, then fill in the following information
        i. Passport No
        ii. Passport Expiry Date
        iii. File Number (Edbara), as in the following image.



    b. If you belong to any other GCC country, then fill in the following information:
        i. Passport No
        ii. Passport Expiry Date, as in the following image.



    c. If you belong to a non-GCC country, then fill in the following information:
        i. Passport No
        ii. Passport Expiry Date
        iii. Residence Visa Number
        iv. Residence Issue Date
        v. Residence Expiry Date, as in the following image.

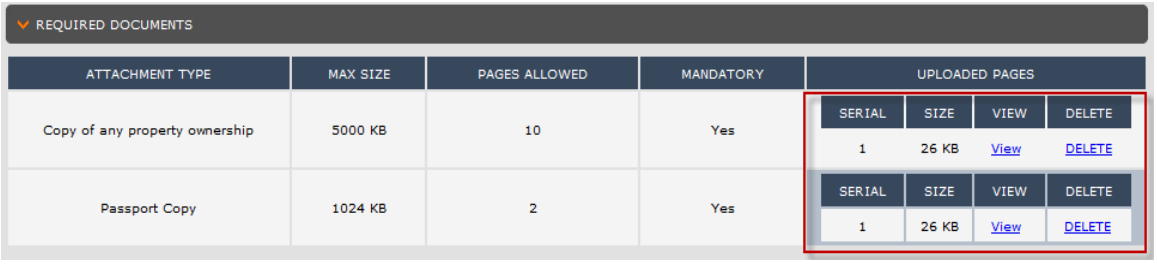


8. Enter your **Mobile**
9. Enter your **E-mail**
10. Enter your **Address**
11. Attach a copy of the property ownership and your passport, by following the next steps
    a. Select the **Attachment Type**
    b. Click on **Browse** to select the document from your local drive



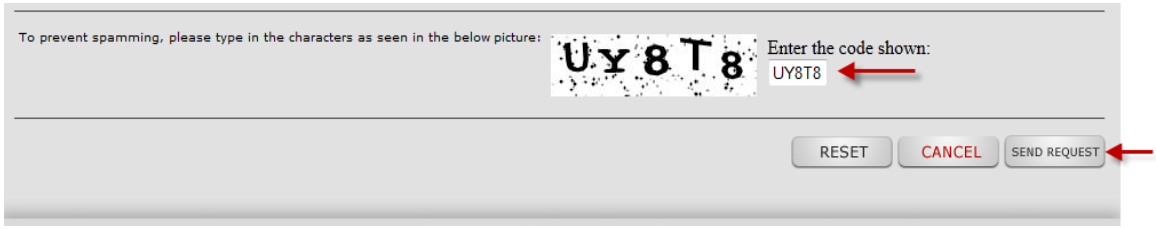
c. Click on **ADD** to add the first documents

Note: Ejari accepts the following file attachment types: JPG, GIF, JPEG, JPE, JFIF and PDF.



d. Click on **View** to view the uploaded document
e. Click on **Delete** to delete the uploaded document

f. To upload another page of the same document select the same attachment type and repeat the steps b & c
g. To upload the next document, select a different attachment type and repeat the steps a to c



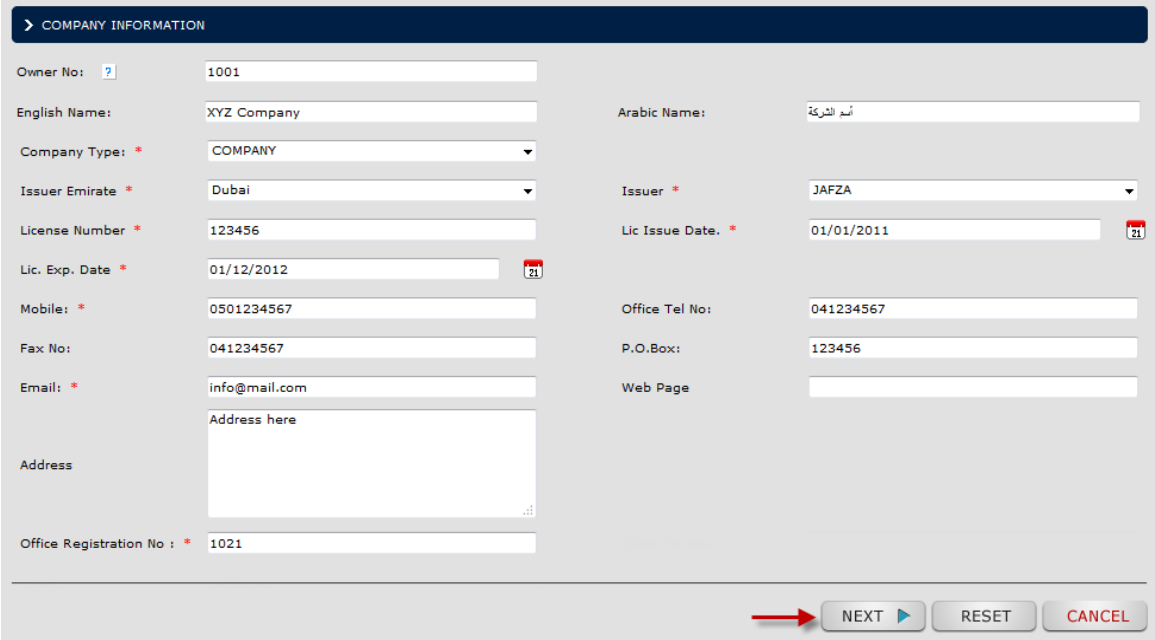
12. Click on **Reset** to clear all the data in the registration page
13. Click on **Cancel** to cancel the registration process
14. Click on **Send Request** to submit your registration request. Ejari will send your request to RERA for approval

Owner Company

Owner Company registration is a wizard with three pages, in the first page you will enter the company information, in the second page you will enter the Admin personal information and in the third page you will add users/trainees and submit your registration request.

1. Enter the **Owner No** (Accredited by DLD)
2. Enter the company **Name in English and Arabic**
3. Select the company type from the **Company Type** dropdown list
4. Select **Issuer Emirate** of the company trade license
5. Select the **Issuer** authority/department
6. Enter the **License No**
7. Select or enter the trade **License Issue and Expiry Date**
8. Enter **Mobile No** and **Office Tel No**
9. Enter **Fax No** and **P.O. Box**
10. Enter **E-mail** and **webpage** (optional)
11. Enter **Office Registration No.**
12. Click on **Next** to move to the next page.
    The second page is Ejari Admin User- Personal Information, follow the instructions provided in Ejari Admin User section below.

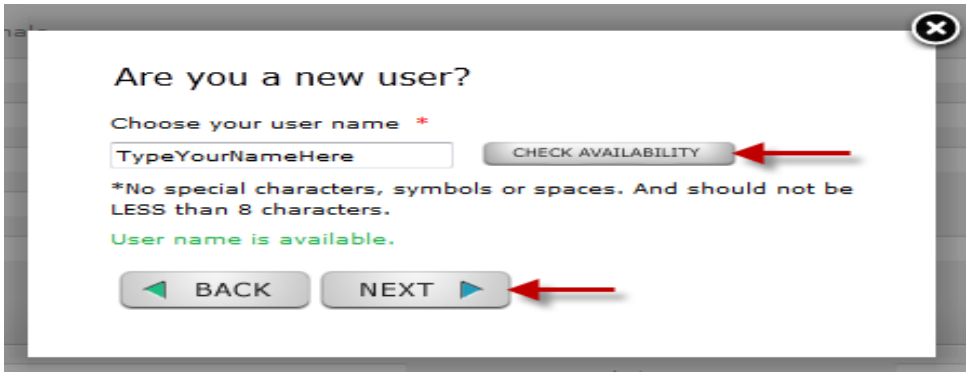
Ejari Admin User



13. Click on the field **User Name**. Ejari will open a new window in which you can type your username and password if you are registered in any of DLD systems such as Simsari.



If you are a new user, click on the link Click Here. Type a username for your account and click on **Check Availability** to check whether this username was reserved by another user or not. If available, the following label will appear:

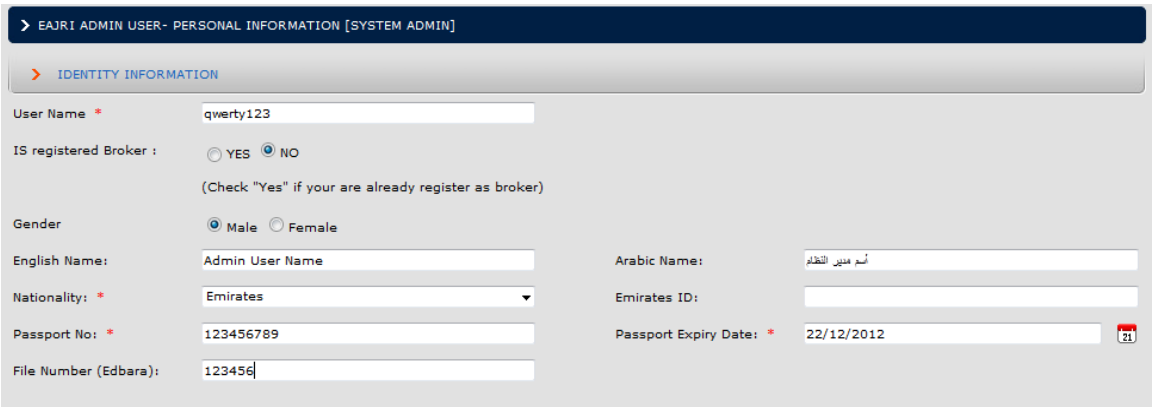


Note: If the username is not available, try to enter a different one and check its availability again

14. Click on **Next.** Ejari closes this window and enters the username you selected in the field User Name
15. Select whether the admin user is a registered Broker or Not
    a. If you select **YES**, a new window will appear
        i. Enter the Broker Registration Number (BRN)
        ii. In the same window, click on **Next**
        iii. Enter the **English Name/Arabic Name**
        iv. Enter the **BRN**
    b. If you select **NO**
        i. Select the Gender
        ii. Enter the English Name/Arabic Name
        iii. Enter the **Emirates ID**
        iv. Select the **Nationality** from the dropdown list

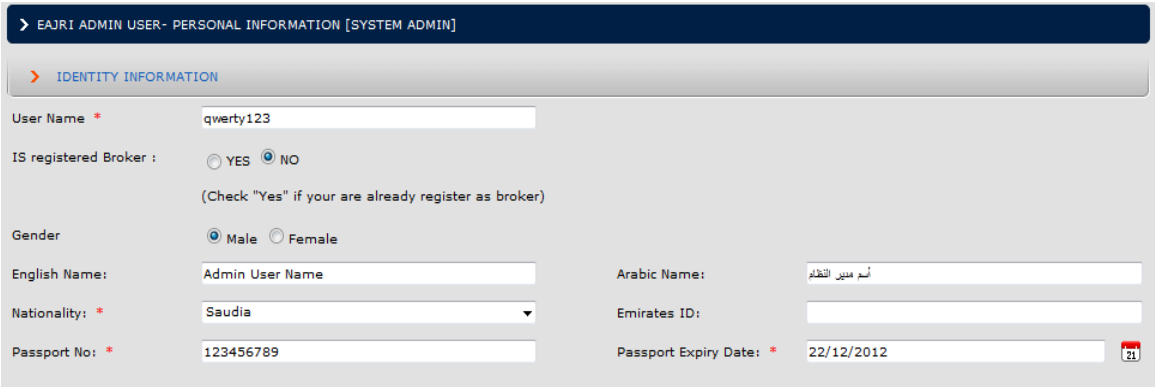
        If you are a UAE citizen nationality, then fill in the following information

        i. Passport No
        ii. Passport Expiry Date
        iii. File Number (Edbara), as in the following image.



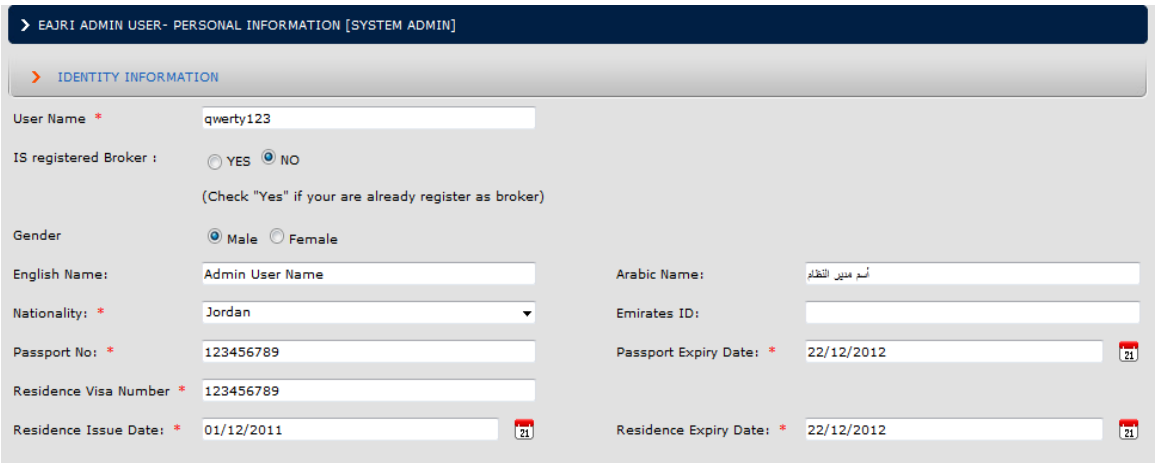
If you belong to any other GCC country, then fill in the following information:

1. Passport No
2. Passport Expiry Date, as in the following image.

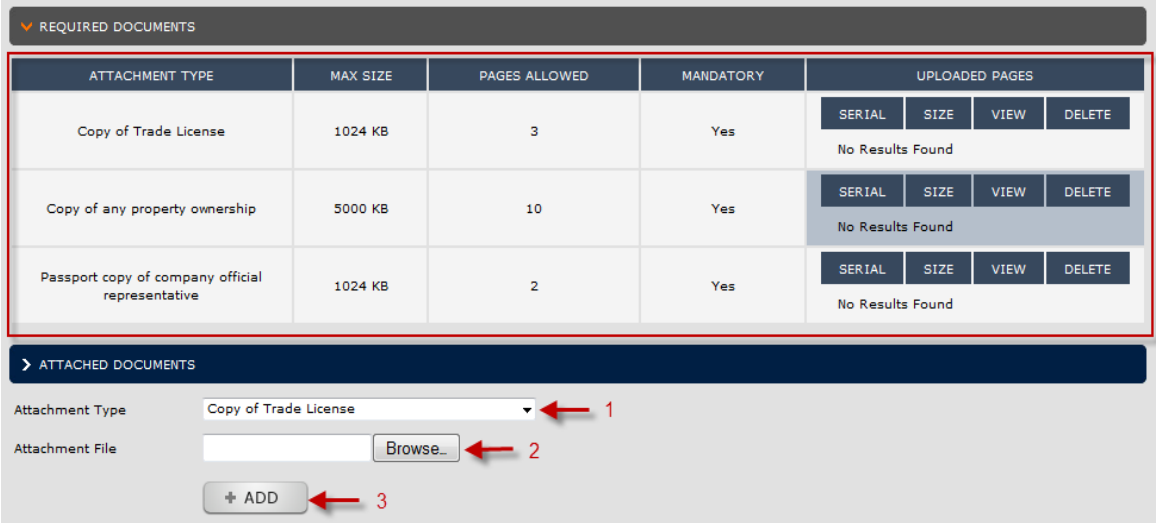


If you belong to a non-GCC country, then fill in the following information:

1. Passport No
2. Passport Expiry Date
3. Residence Visa Number
4. Residence Issue Date
5. Residence Expiry Date, as in the following image.

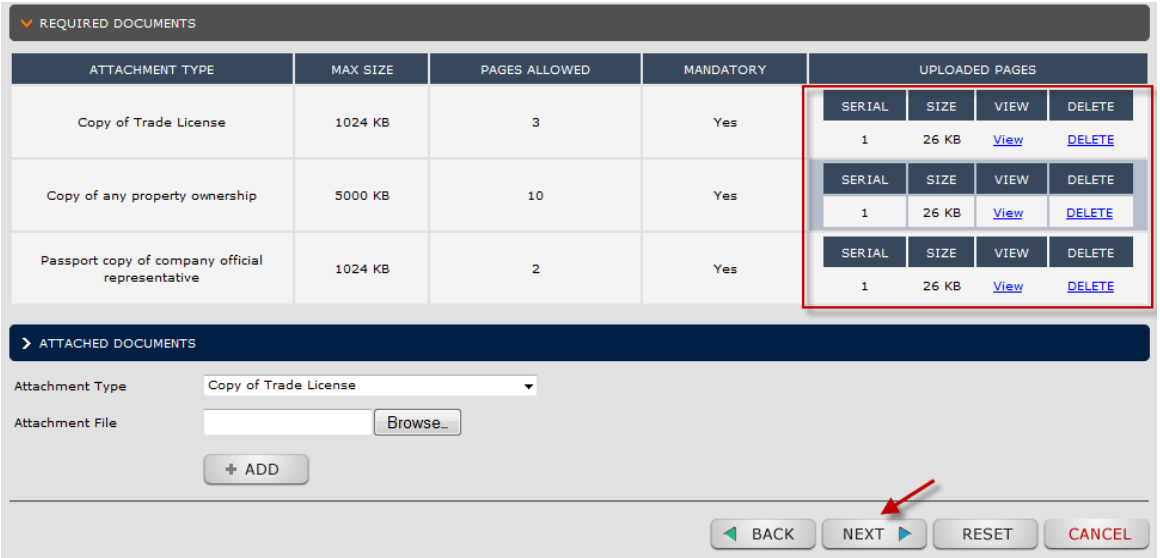


16. Enter your **Mobile**
17. Enter your **Email** address
18. Enter your **Address**
19. Attach the required documents, by following the next steps
    a. Select the **Attachment Type**
    b. Click on **Browse** to select the document from your local drive



c. Click on **ADD** to add the first documents

Note: Ejari accepts the following file attachment types: JPG, GIF, JPEG, JPE, JFIF and PDF.



d. Click on **View** to view the uploaded document
e. Click on **Delete** to delete the uploaded document
f. To upload another page of the same document select the same attachment type and repeat the steps b & c
g. To upload the next document, select a different attachment type and repeat the steps a to c

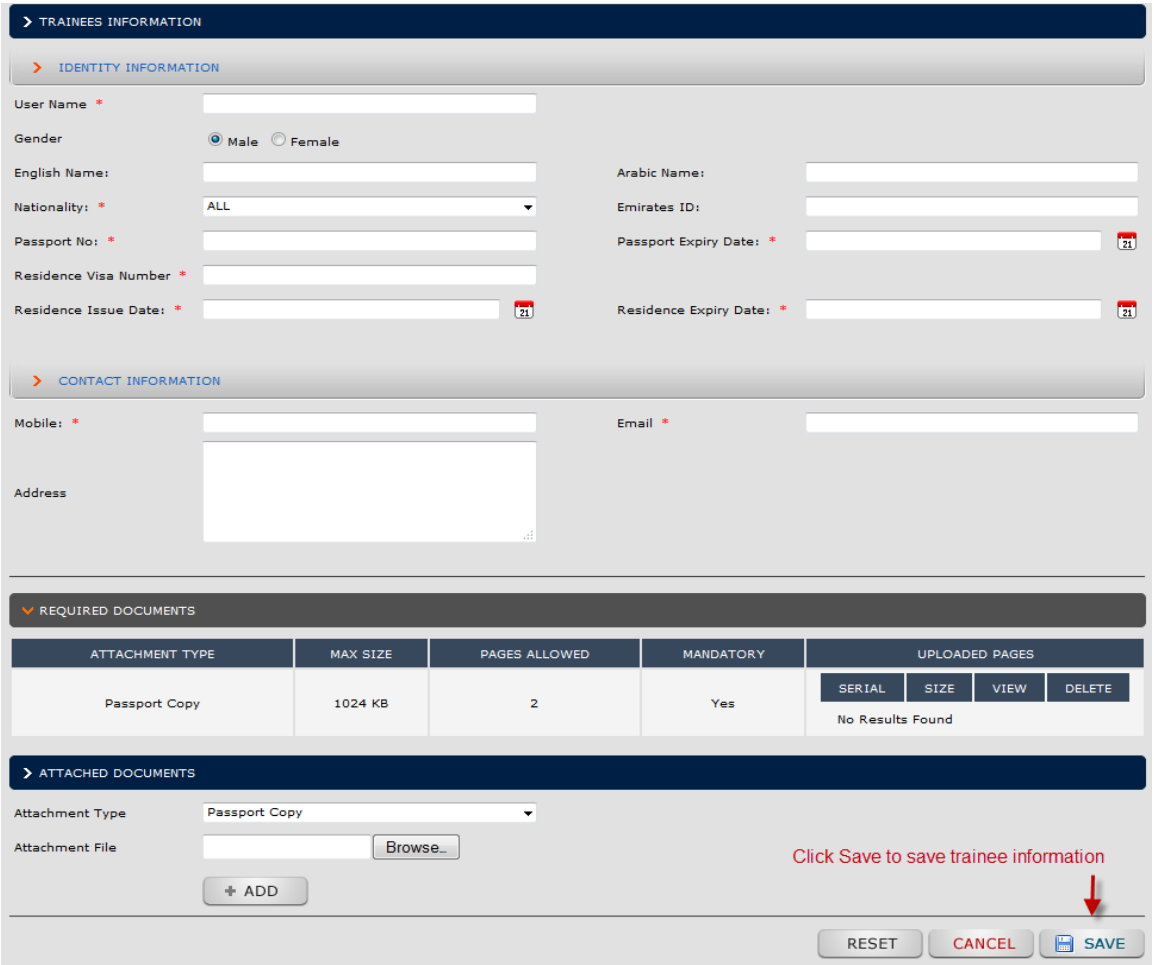
20. Click on **Next**
21. Click on **ADD NEW TRAINEE** button to add sub users/trainees to your registration request, and follow the instructions provided in **Trainees Information** Section below

Trainees Information

1. In the **Trainee Information** page, click on **Add New Trainee**



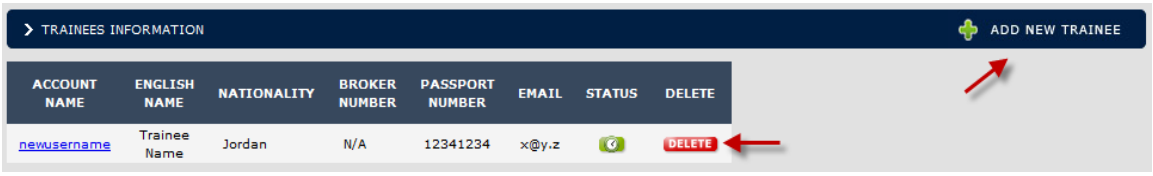
2. Enter the information of the trainee. This page is similar to the main user registration page, so follow the same steps mentioned above considering the following notes:



Note: There is no Company Information section to fill for each trainee

Note: The only required document for the trainee registration is the passport copy

3. Click on **Save** to finish adding the first trainee. The following page will appear:



   a. Click on the **Account Name** to edit the information of the trainee
   b. Click on **Delete** to delete the trainee

4. Repeat the steps as described above to add another trainee
5. Click on **Send Request** to submit your registration request to RERA. Your request needs to be approved by RERA.

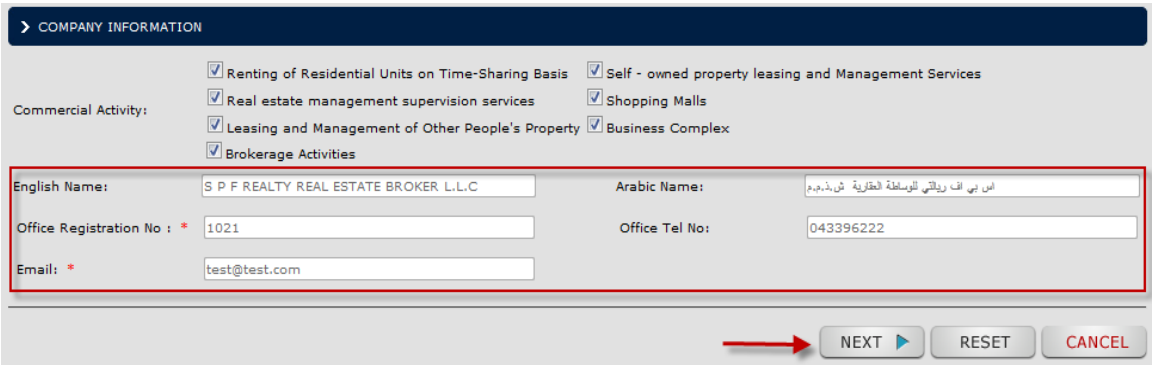
Management Company

Management Company registration is a wizard with three pages, in the first page you will enter the company information, in the second page you will enter the Admin personal information and in the third page you will add sub users/trainees and submit your registration request.

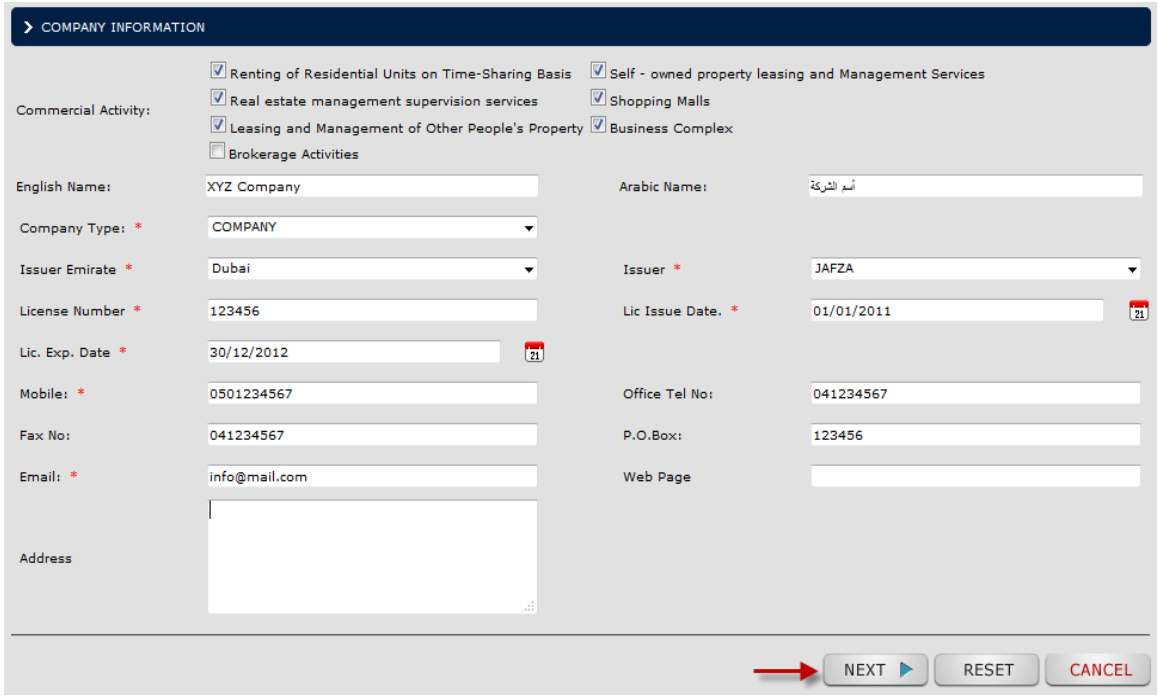
1. Select your company **Commercial Activities** by clicking on the checkboxes as shown in the image below



2. If your company has Brokerage activity, select this option and Ejari will open a new page. Follow the next instructions
    a. Type Office Registration Number (ORN)
    b. Click on Next
    Ejari retrieves your company data and enters all the available details



3. Enter the company **English Name/Arabic Name**
4. Select the company type from the **Company Type** dropdown list
5. Select **Issuer Emirate** of the company trade license
6. Select the **Issuer** authority/department
7. Enter the **License No**
8. Select or enter the trade **License Issue and Expiry Date**
9. Enter **Mobile No** and **Office Tel No**
10. Enter **Fax No** and **P.O. Box**
11. Enter **E-mail** and **webpage** (optional)
12. Enter the company **Address**
13. Click on **Next** to move to the second page



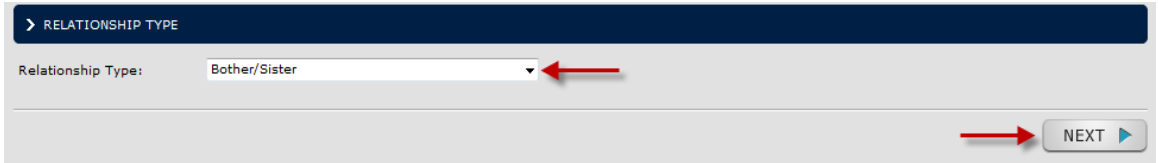
14. This page is **Ejari Admin User page**. You can follow the instructions provided in Ejari Admin User section above to complete this step and move to the next page.
15. The third page is **Trainees Information** page and you can follow the instructions provided in Trainees Information section above in order to complete this step and complete Management Company Registration Request.

Owner Representative

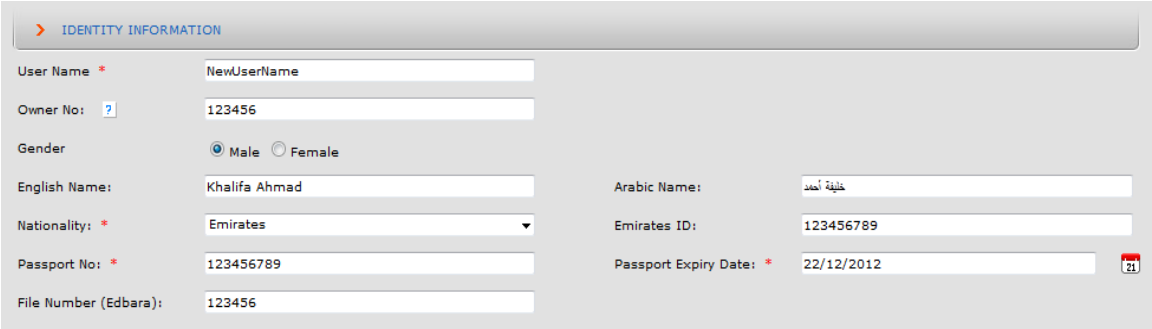
1. The first page in Owner Representative registration is similar to Owner Individual registration, so you can follow the same instructions provided above considering the following notes:

Note: Attach copy of the Power of Attorney and/or copy of the Guardianship Order.

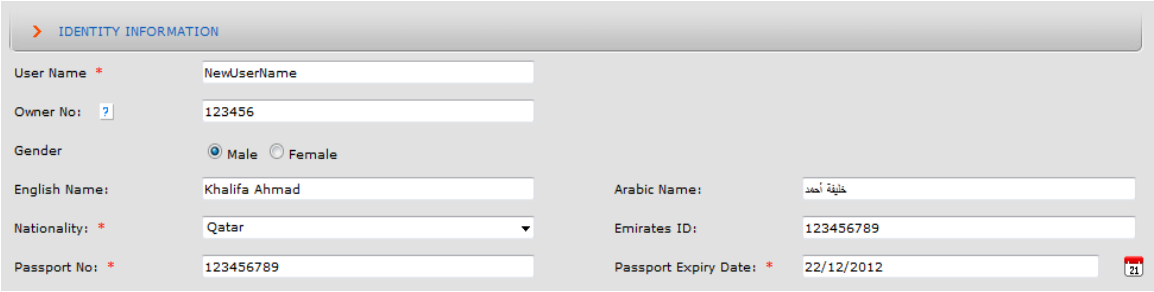
Note: Select the relationship type from the **Relationship Type** dropdown list, as illustrated in the image below



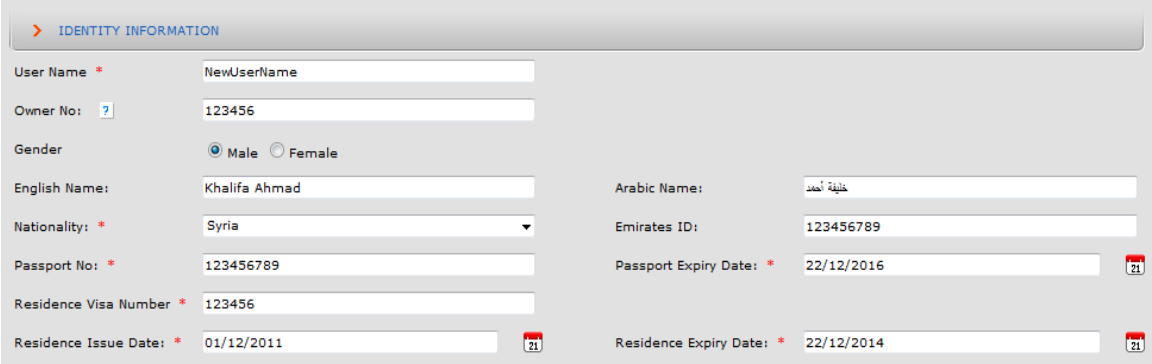
2. Click on **Next** to move to the second page. In this page, you have to enter the Owner Details
3. Enter the **Owner No** (Accredited by DLD)
4. Select the user **Gender**
5. Enter the Owner **Name** in **English** & **Arabic**
6. Enter **Emirates ID**
7. Select the **Nationality** from the dropdown list
    a. If you are a UAE citizen nationality, then fill in the following information
        i. Passport No
        ii. Passport Expiry Date
        iii. File Number (Edbara), as in the following image.



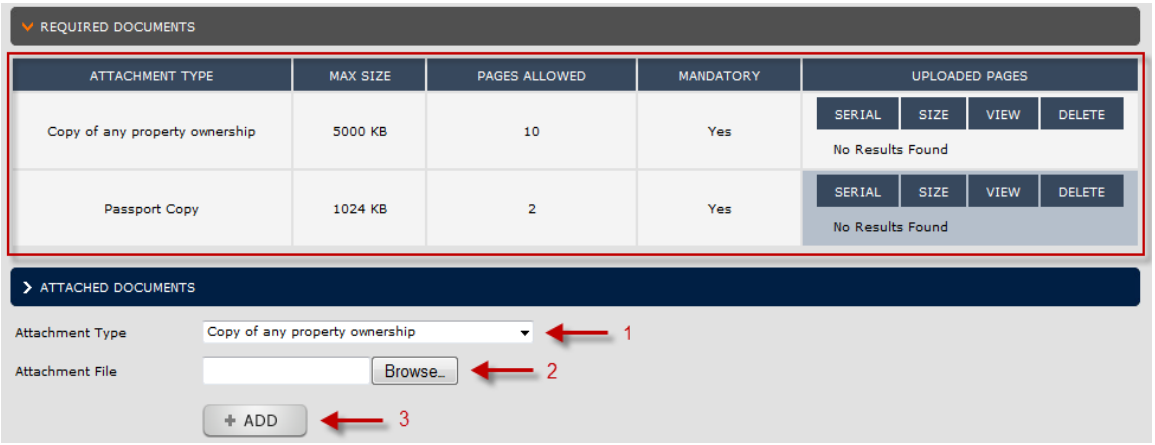
    b. If you belong to any other GCC country, then fill in the following information:
        i. Passport No
        ii. Passport Expiry Date, as in the following image.



    c. If you belong to a non-GCC country, then fill in the following information:
        i. Passport No
        ii. Passport Expiry Date
        iii. Residence Visa Number
        iv. Residence Issue Date
        v. Residence Expiry Date, as in the following image.

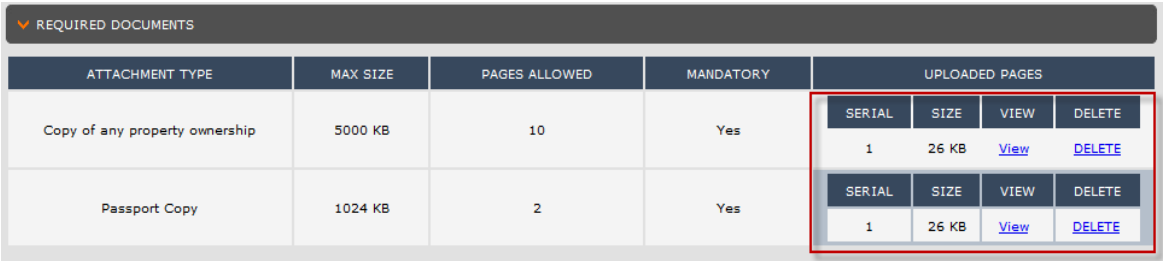


8. Enter the Owner **Mobile**
9. Enter the Owner **E-mail**
10. Enter the Owner **Address**
11. Attach a copy of the property ownership and the owner passport, by following the next steps
    a. Select the **Attachment Type**
    b. Click on **Browse** to select the document from your local drive



c. Click on **ADD** to add the first documents

Note: Ejari accepts the following file attachment types: JPG, GIF, JPEG, JPE, JFIF and PDF.



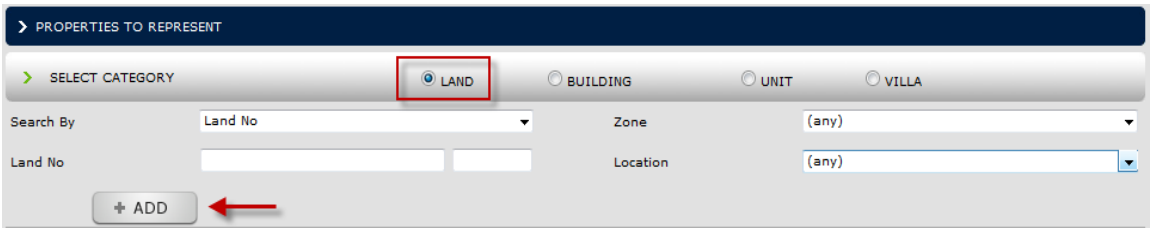
b. Click on **View** to view the uploaded document
c. Click on **Delete** to delete the uploaded document

d. To upload another page of the same document select the same attachment type and repeat the steps b & c
e. To upload the next document, select a different attachment type and repeat the steps a to c

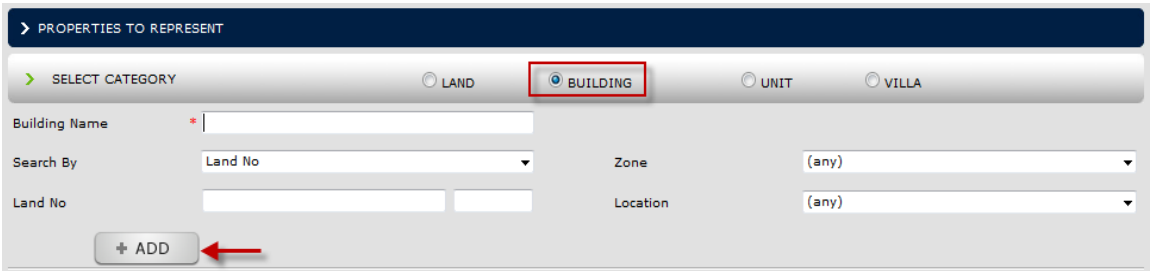
12. Click on **Next** to move to the next page.
13. Specify the contract **Start Date** and **End Date**



14. Add property by Selecting property category (Land, Building, Unit or Villa)
    a. If your selection is **Land**
        i. Select **Search By** Land No or Municipality No
        ii. Enter **Land No** or **Municipality No**, based on your selection in the previous step
        iii. Select **Zone** (Deira or Dubai)
        iv. Select **Location**
        v. Click on **ADD**

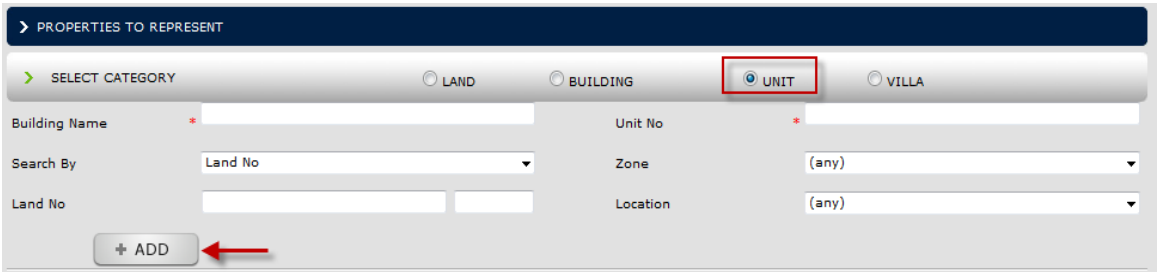


    b. If your selection is **Building**
        i. Enter the **Building Name**
        ii. Select **Search By** Land No or Municipality No
        iii. Enter **Land No** or **Municipality No**, based on your selection in the previous step
        iv. Select **Zone** (Deira or Dubai)
        v. Select **Location**
        vi. Click on **ADD**

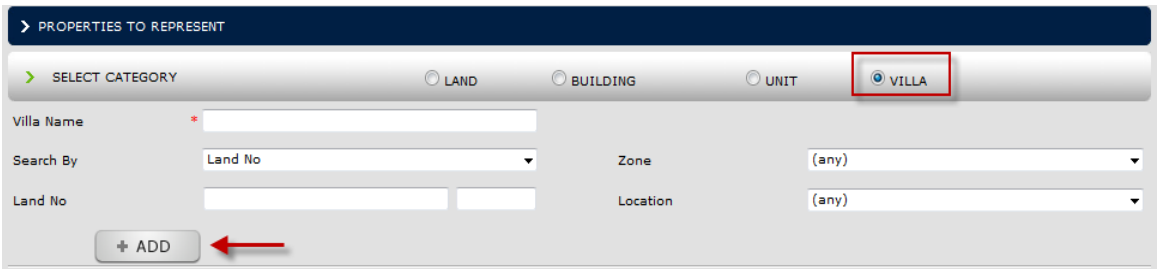


    c. If your selection is **Unit**
        i. Enter **Building Name**

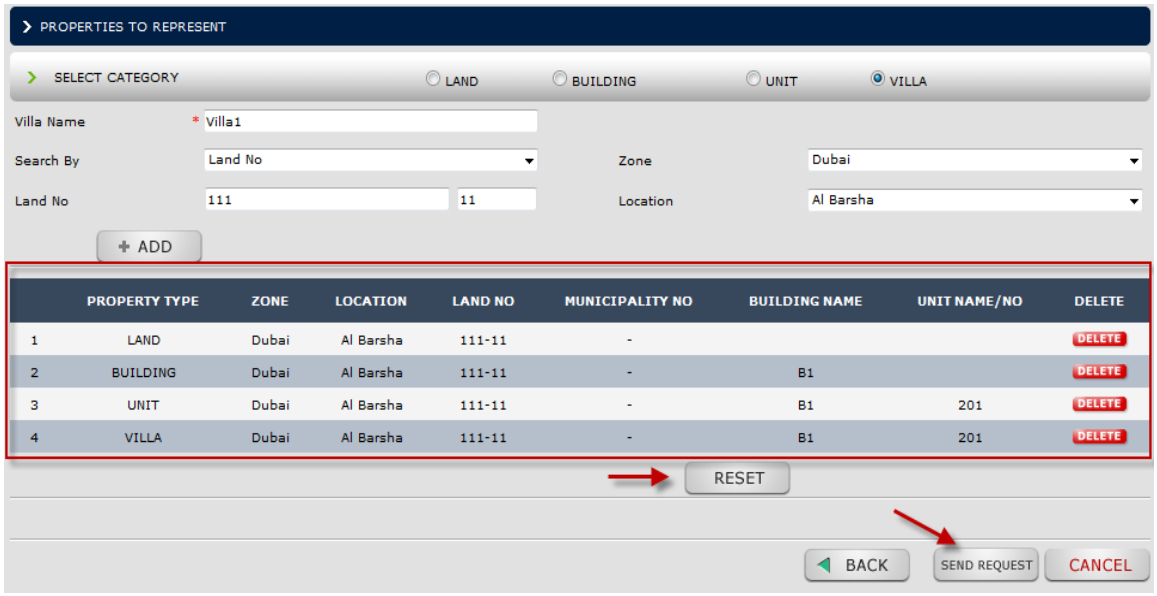
ii. Enter **Unit No**
iii. Select **Search By** Land No or Municipality No
iv. Enter **Land No** or **Municipality No**, based on your selection in the previous step
v. Select **Zone** (Deira or Dubai)
vi. Select **Location**
vii. Click on **ADD**



d. If your selection is **Villa**
i. Enter **Villa Name**
ii. Select **Search By** Land No or Municipality No
iii. Enter **Land No** or **Municipality No**, based on your selection in the previous step
iv. Select **Zone** (Deira or Dubai)
v. Select **Location**
vi. Click on **ADD**



Properties you added will be listed as shown in the image below:



15. Click on Send Request to submit your Owner Representative request to RERA. Your request will be pending for RERA approval.

At the end of the registration process, Ejari gives you ability to print the registration request report. Click on Print to save a pdf copy of the registration request on your local drive. The request contains a reference number. You can follow up with RERA by giving the request unique reference number.

You will be invited to attend a training session and once you attend the training session successfully, you will receive a training certificate to confirm that are ready now to use Ejari

Upon RERA approval, your account will be active and you will receive a notification email with your username and password

Search Property 4

Search Property module allows you to search for Lands, Buildings, Units or Villas using different search criteria. You can search for your property using the property details, the owner details and the management company details. All the properties in Ejari will go through a number of states. Depending on the status of your property, you will be able to perform one or multiple action. The resulted properties will be in one of the followings states: **Approval Not Requested, Info Updated, Pending, Approved, Rejected** or **Blocked**. To know where to start, read and follow the instructions in this chapter carefully.

Before You Search

If you are a Management Company, make sure that you read the following information before you search for your property**:**

1. If you are managing a non free-hold property, first, you will need to upload the properties using the **upload feature**[1]
2. If the owner of the properties you manage is registered with Ejari, ask the owner to give you an Initial Management Approval so you can start managing properties.
3. If the owner of the properties you manage is not registered with Ejari, then visit RERA and submit the title deed, affection plan and the management contract to apply for Initial Management Approval

Note: Initial Management Approval can be requested for freehold Lands with no buildings, units or villas reside on them

Note: Initial Management Approval can be requested for any non-freehold Lands. This approval will apply on all properties reside on these lands.

Note: It is possible that the non free-hold property to be managed is previously uploaded to Ejari by another user. You can always save your time and check with RERA if the property is available in the system or not, before you start using the upload feature

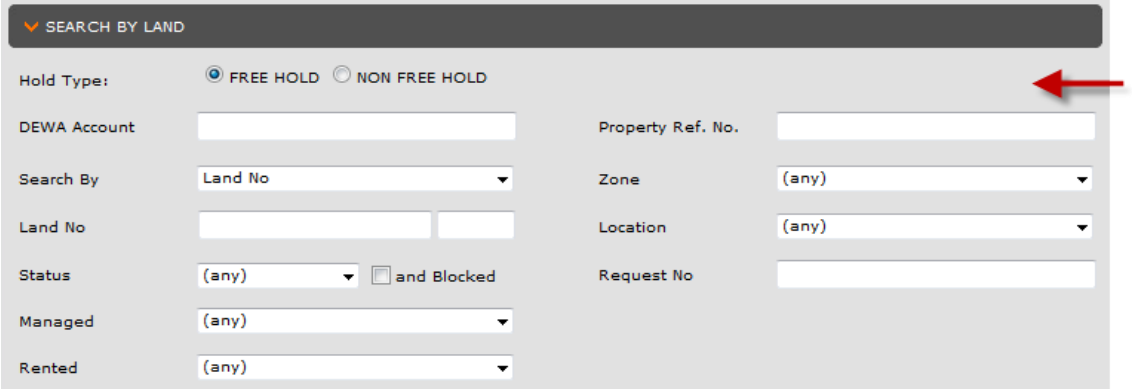
[1] Refer to the Upload Feature User Manual for more details on how to upload your properties.

Search for a Land

Click on **Search Property** from the main menu bar and then click on **Search Land.** Choose one of the following search criteria categories to search for a land that you own, represent or manage**:**

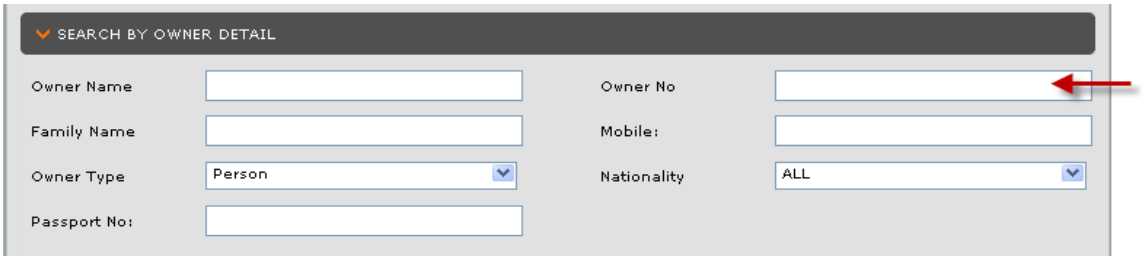
Search by Land Details

1. Select the **Hold Type** (**free** or **non free hold**), **Zone** and **Location**
2. Select the land **status**
3. You can search also by providing **Land** or **Municipality No.**
4. Select whether the land is managed or rented.



Search by Owner Details **(Management Companies and Owner Representatives only)**

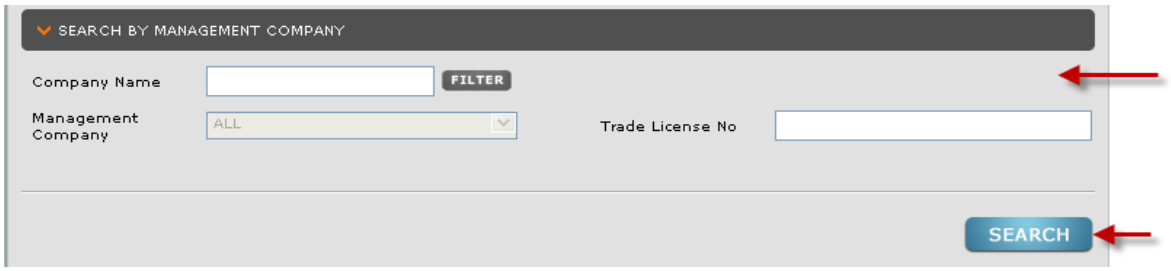
1. Enter the owner details, such as first **Name**, **Family Name and Owner Number**
2. Select the owner type (**Person** or **Company)** and then specify the **Passport No.** or **Trade License No.** depending on the Search by criteria



Note: Owner representatives will not see the above search criteria and will only be able to select one of their authorized owners as shown below:

Search by Management Company (for Owners and Owner Representatives only)

1. In the **Company Name** textbox, type full or part of the company name and click on **Filter**
2. Select the **Management Company** from the dropdown list
3. To refine your search results more, enter the **Trade License No.**
4. Click on **Search**

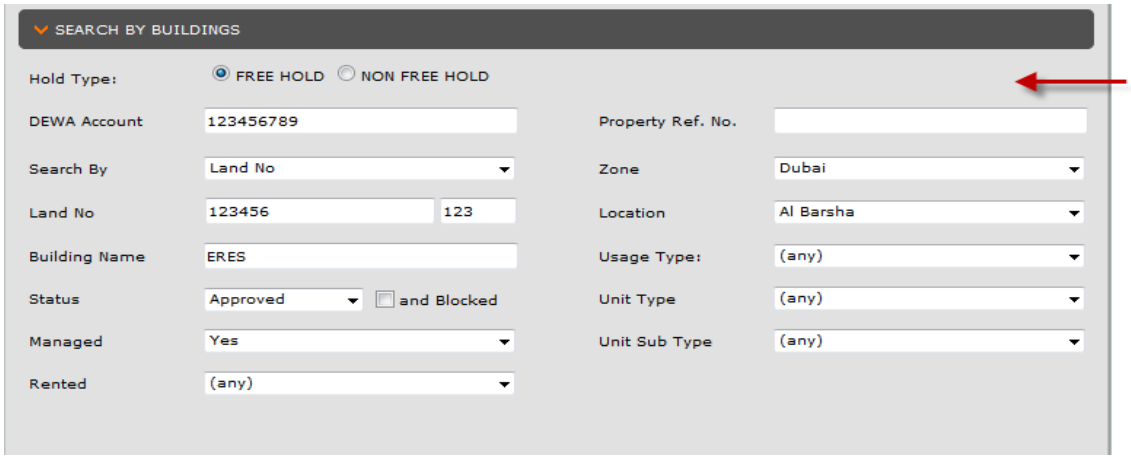


Search for a Building

Click on **Search Property** from the main menu bar and then click on **Search Building.** Choose one of the following search criteria categories to search for a building that you own, represent or manage**:**

Search by Buildings Details

1. Select the **Hold Type** (**free** or **non free hold**), **Zone** and **Location**
2. Enter the **Building Name** and any other information such as **Building Usage**
3. Select the building **Status**
4. You can also search by providing **Land** or **Municipality No**.



Search by other means

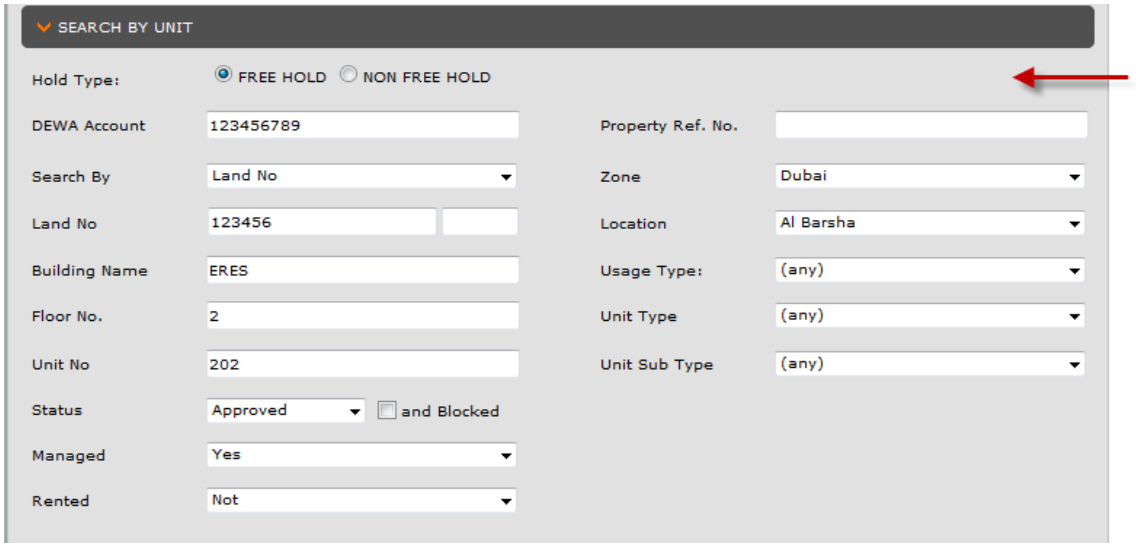
You can search for a building by providing the **Owner Details** and/or the **Management Company Details**. To do so, follow the same instructions in **Search for a Land>Search by Owner Details** and **Search by Management Company** sections above.

Search for Units

Click on **Search Property** from the main menu bar and then click on **Search Unit.** Choose one of the following search criteria categories to search for a unit that you own, represent or manage**:**

Search by Unit Details

1. Select the **Hold Type** (**free** or **non free hold**), **Zone** and **Location**
2. Enter the building and unit information such as **Building Name** and **Floor No.**
3. Select the unit **Status**
4. You can also search by providing **Land** or **Municipality No**.
5. Select whether the unit is managed or rented.



Search by other means

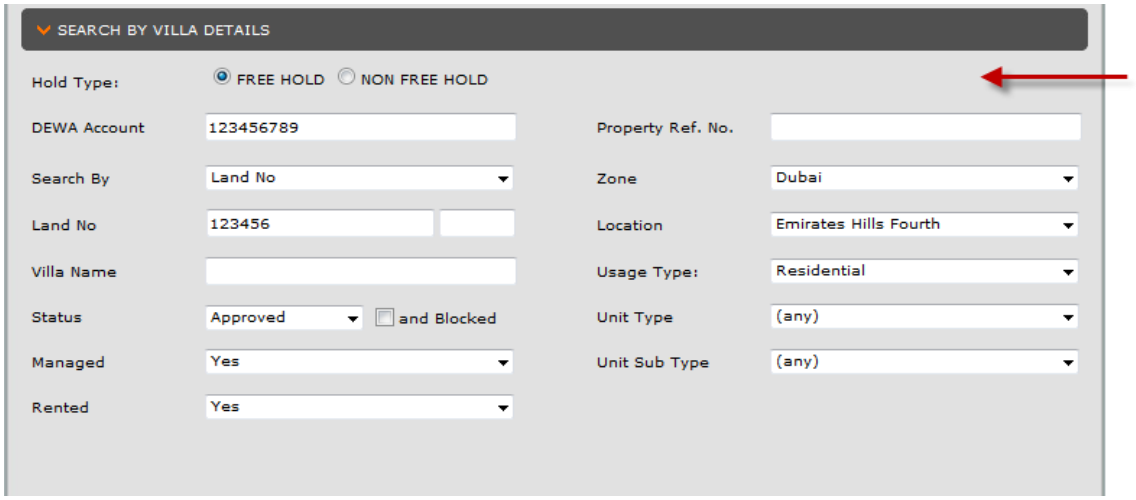
You can search for units by providing the **Owner Details** and/or the **Management Company Details**. To do so, follow the same instructions in **Search for a Land>Search by Owner Details** and **Search by Management Company** sections above.

Search for a Villa

Click on **Search Property** from the main menu bar and then click on **Search Villa.** Choose one of the following search criteria categories to search for a villa that you own, represent or manage**:**

Search by villa details

1. Select the **Hold Type** (**free** or **non free hold**), **Zone** and **Location**
2. Enter the **Villa Name** and any other information such as **Villa Usage**
3. Select the villa **Status**
4. You can also search by providing **Land** or **Municipality No**.
5. Select whether the villa is managed or rented.



Other search means

You can search for a villa by providing the **Owner Details** and/or the **Management Company Details**. To do so, follow the same instructions in **Search for a Land>Search by Owner Details** and **Search by Management Company** sections above.

Search Results

The following is a brief description for each of the resulted properties states along with applicable actions that can be taken on each status:

- ***Approval Not Requested:*** All properties are initially in this status. No previous transactions or editing has been done on this type of properties. Once the information of an approval not requested property is updated and saved, the property will move to info update status.
    - Click on **Property Name** and edit the property information

Note: Management Companies will be able to see **approval not requested** properties only after RERA provides them with an initial management approval (IM)

- ***Info Updated (i):*** the full information of this property has been updated and saved.
    - Click on **Property Name** and edit the property information
    - Click on **Get Rent Approval** in order for you to be able to create Tenancy Contracts
    - Click on **New Management Contract** to create a management contract between you and the owner. Once created, the property becomes managed and Ejari replaces the (IM) with (M)

- ***Pending ( ):*** Property is waiting for RERA Approval
    - Click on **Property Name** and edit the property information
    - Click on **New Management Contract** to create a management contract between you and the owner. Once created, the property becomes managed (M)

Note: If the property is in Info Updated or Pending status, the management company can create a management contract provided that the required information of that property is complete

- ***Approved ( ):*** Property is approved by RERA
    - Click on **New Management Contract** to create a management contract between the management company and the owner. Once created, the property becomes managed (M)
    - Click on **New Tenancy Contract** to create a Tenancy contract between the management company and the tenant. Once created, the property becomes rented (T)

Note: If the property is managed by a management company, the tenancy contract can be created only if a management contract is available.

Note: Tenancy contracts for lands can be created only through RERA

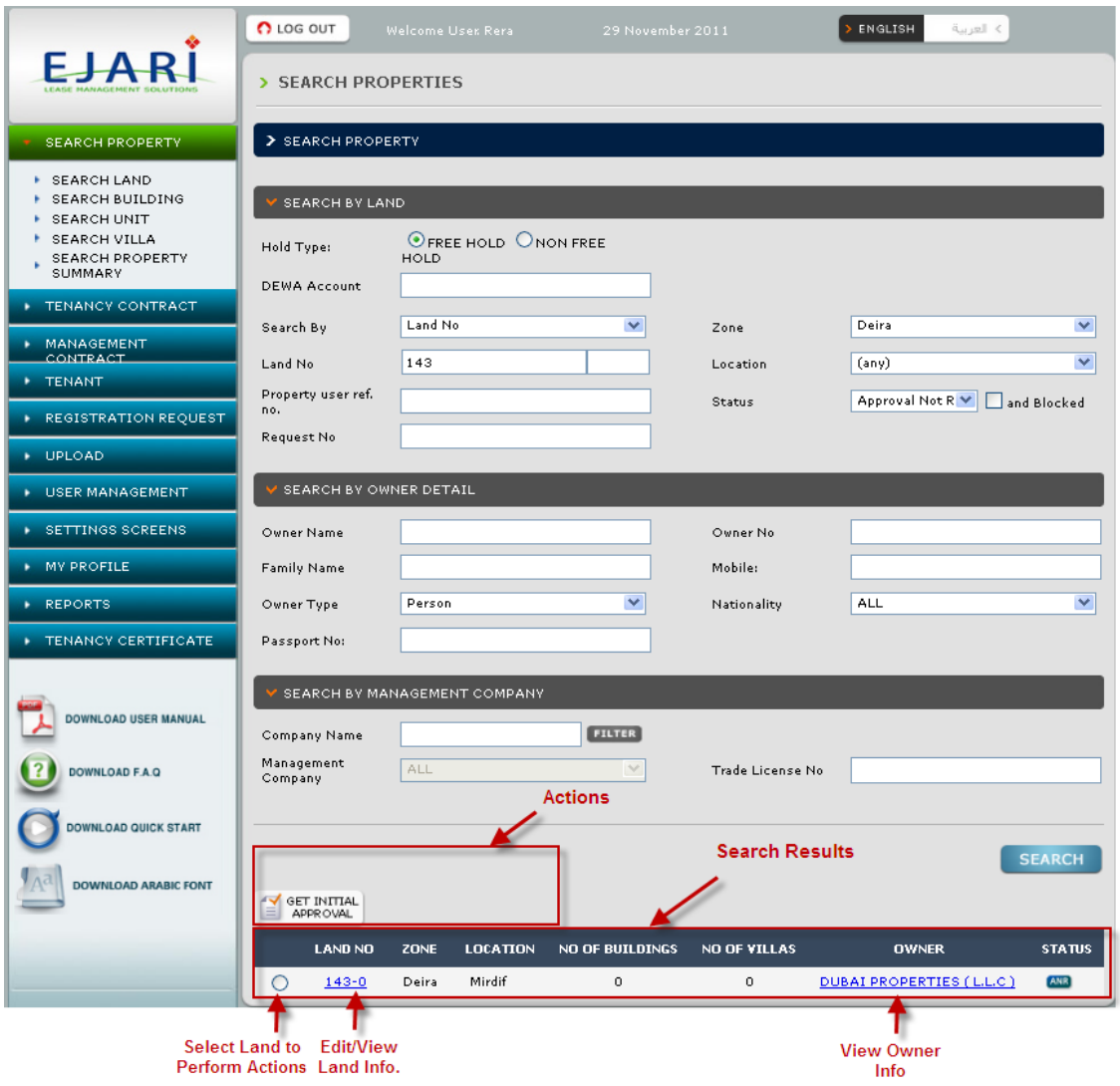
- ***Blocked (B):*** Property was blocked by RERA and there is no action can be taken on this type of properties

- ***Rejected (R):*** Property was rejected by RERA
    - Click on **Property Name** and edit the property information

Note: In any of the states mentioned above, owners will be able to give a management company an initial approval by clicking on **Get Initial Approval.**

Land Search Results

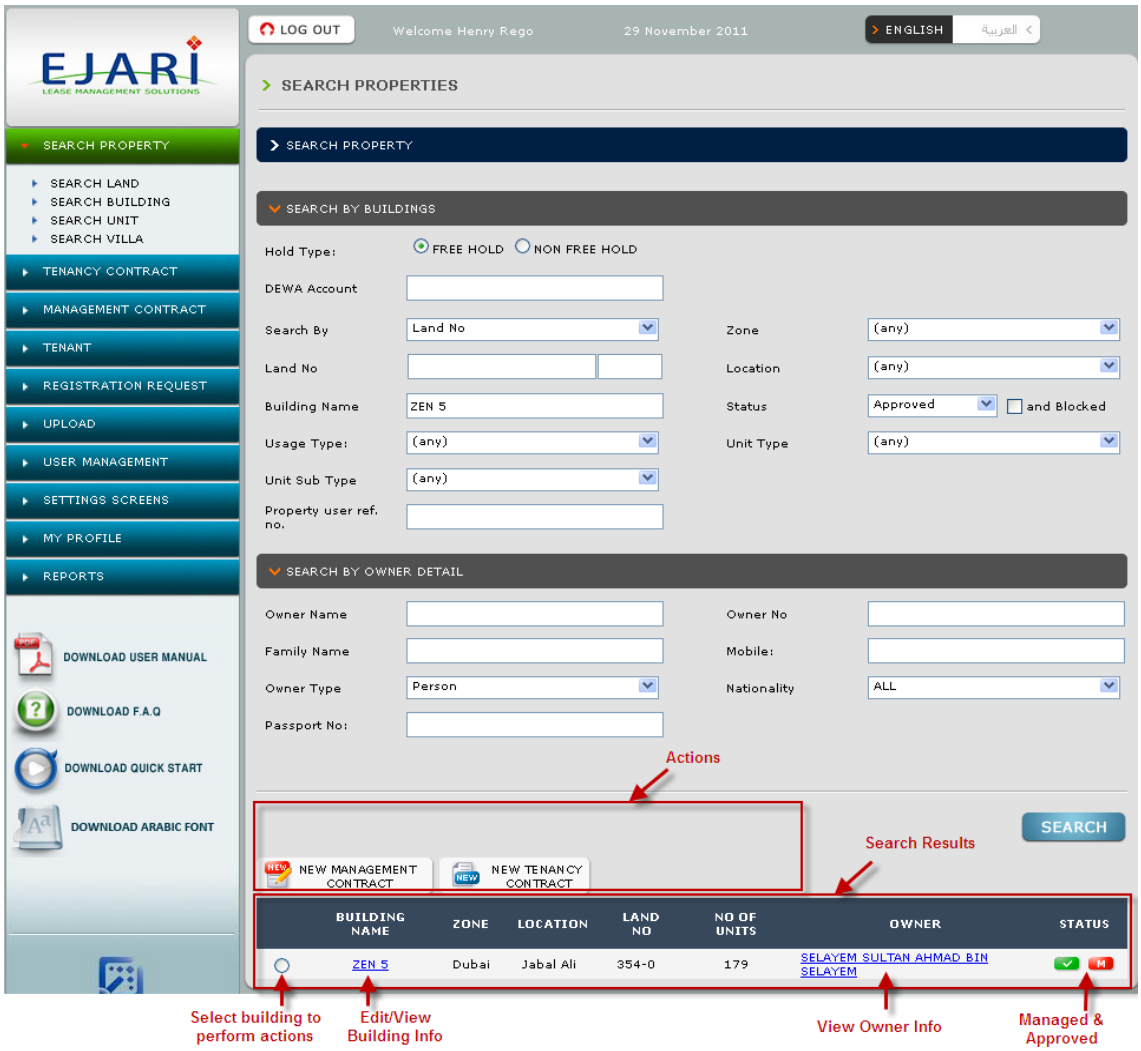
If you are searching for a land, then the following information will be displayed:



1. Click on **Land No** to view or edit land information
2. Click on **Owner** name to view owner information
3. Select one of the resulted lands, and click on one of the available actions

Building Search Results

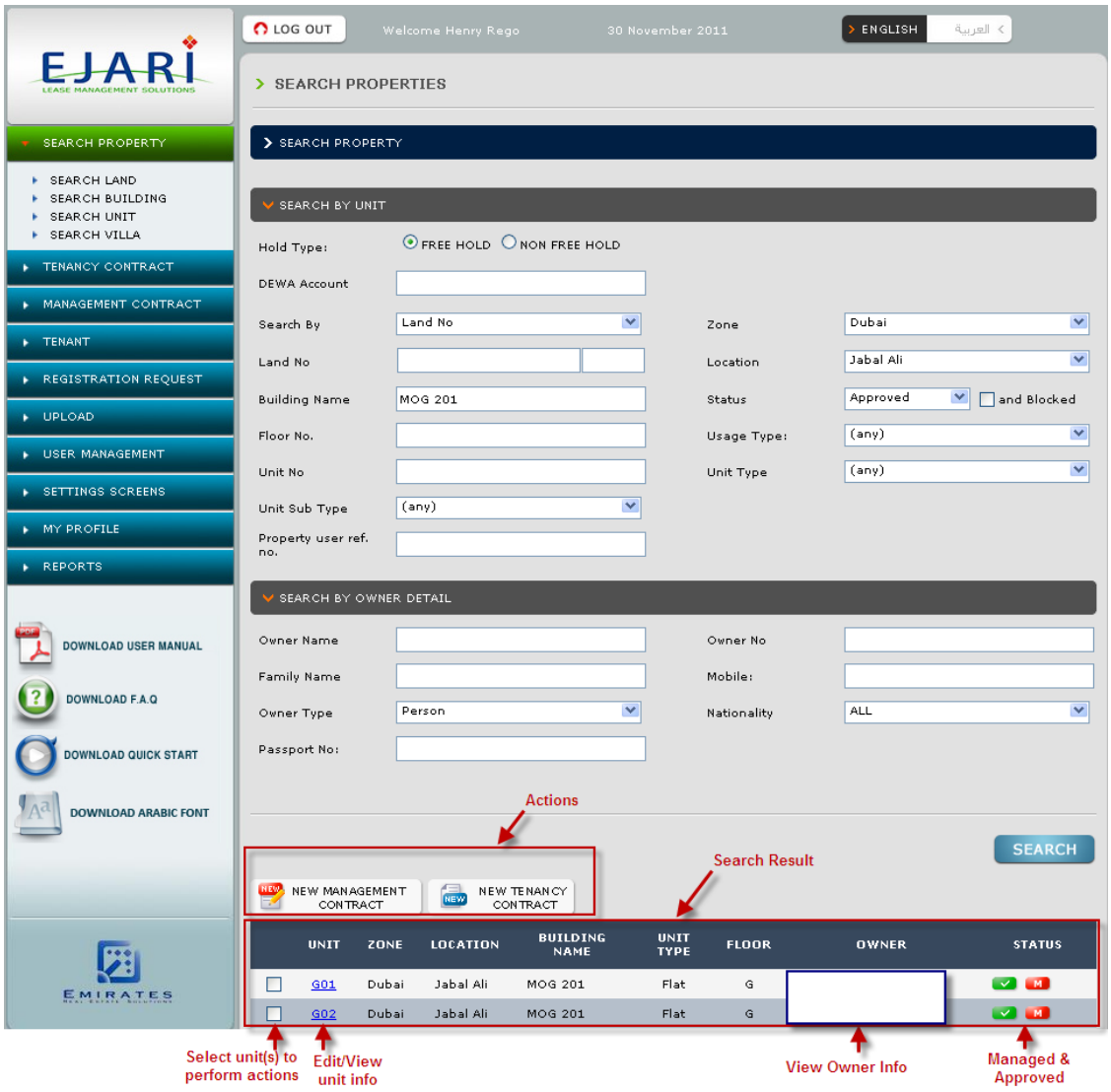
If you are searching for a building, then the following information will be displayed:



1. Click on **Building Name** to view or edit building information
2. Click on **Owner** name to view owner information
3. Select one of the resulted buildings, and click on one of the available actions

Units Search Results

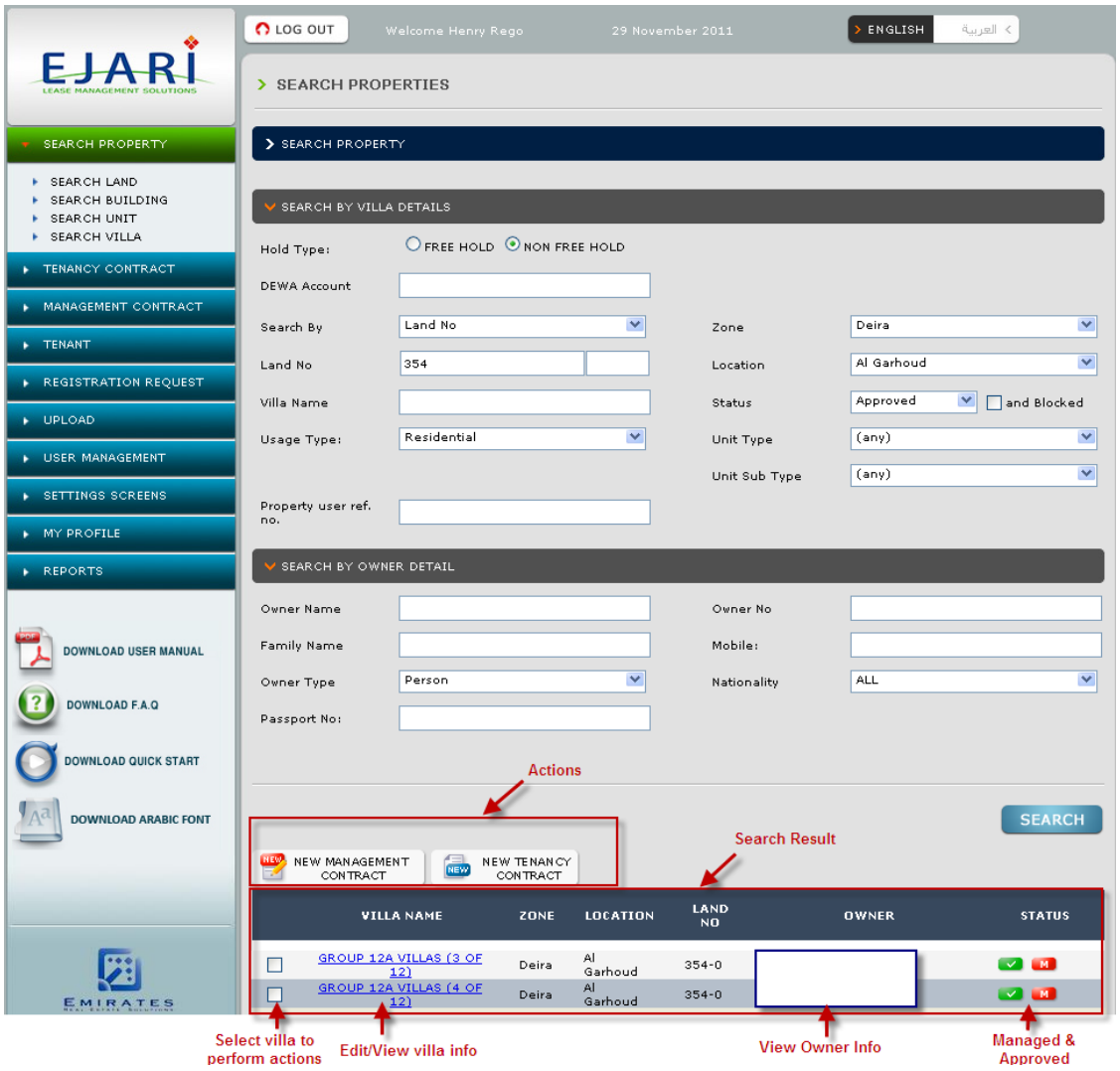
If you are searching for a unit, then the following information will be displayed:



1. Click on **Unit** number to view or edit unit information
2. Click on **Owner** name to view owner information
3. Select one of the resulted units, and click on one of the available actions

Villa Search Results

If you are searching for a building, then the following information will be displayed:



1. Click on **Villa Name** to view or edit land information
2. Click on **Owner** name to view owner information
3. Select one of the resulted buildings, and click on one of the available actions

Edit Property Information

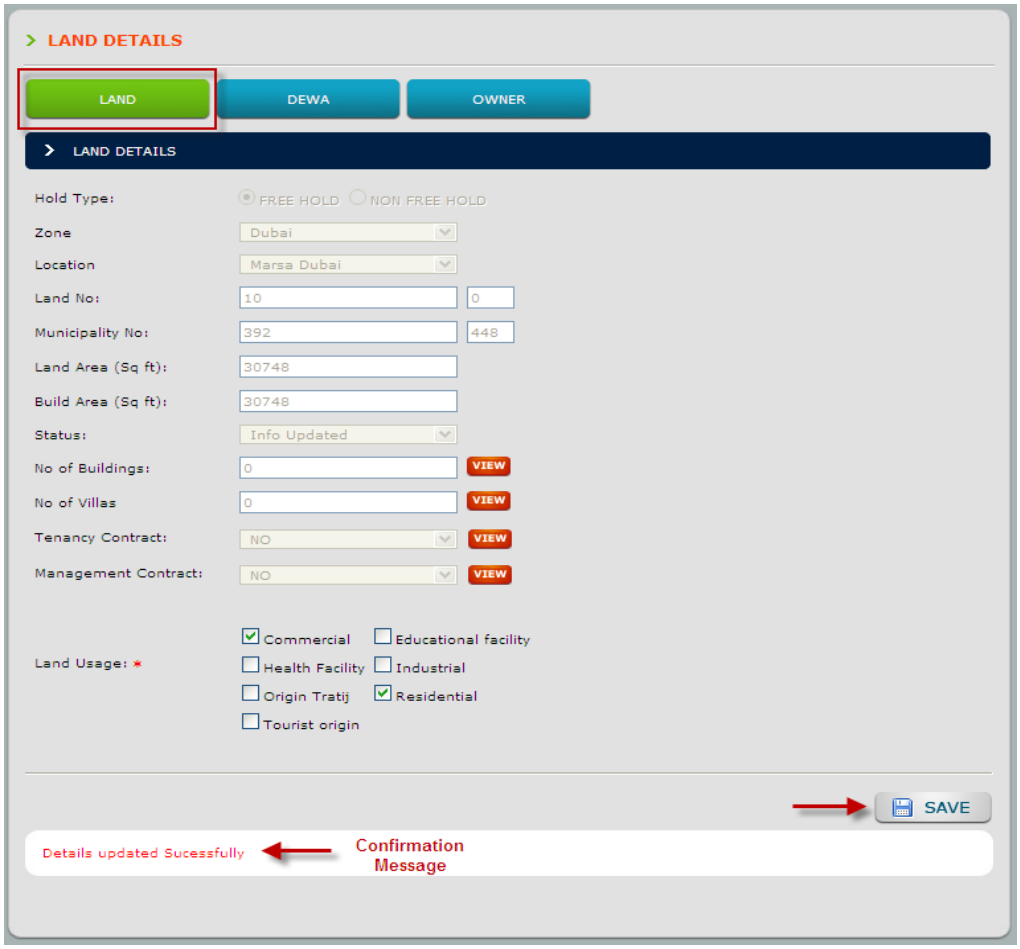
Remember! To edit land information, the land should be in one of the following states: Approval Not Requested, Info Updated or Pending

Land Information

Search for a land by following the instructions mentioned in **Search for a Land** section. From the search result, click on the Land No. as shown in section **Search Results> Land Search Results.** For any of the resulted Lands, you will be able to edit three types of information, the Land Details, Dewa and Owner Details:

Land Details

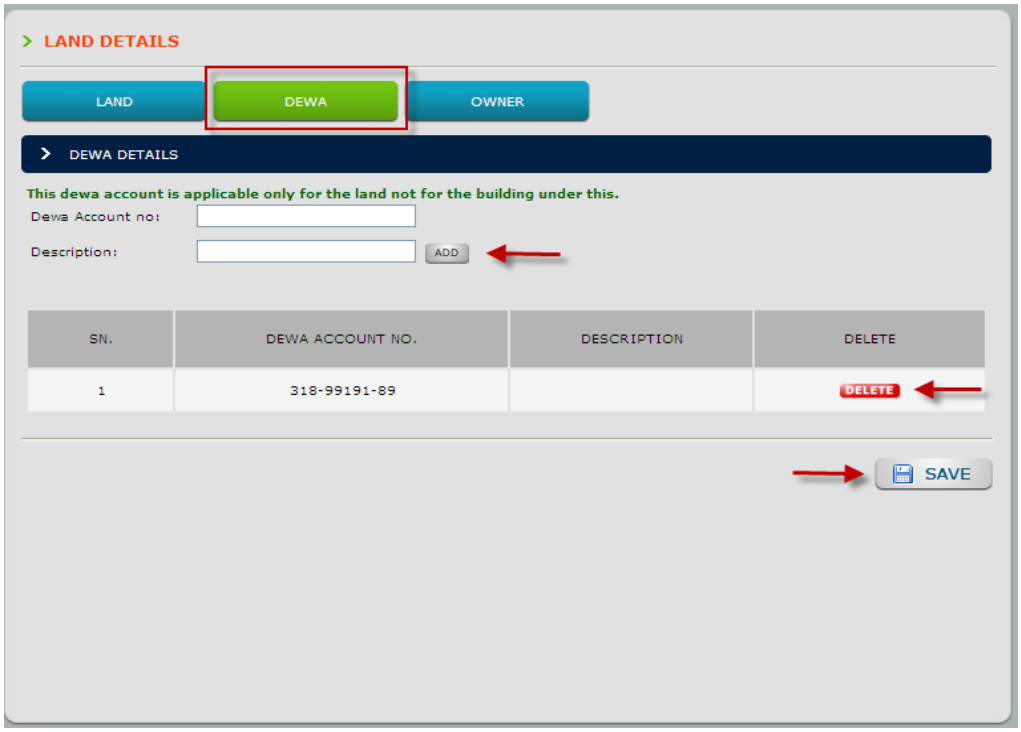
The only editable information in the land details is Land Usage. Select one or more usages and click on **Save.**



Note: Land Usage is a mandatory field. Notice the red asterisk next to the field.

Dewa

1. Enter the **Dewa Account no** and **Description** (if available)
2. Click on **Add**
3. To add another Dewa account, repeat the same previous steps
4. To delete Dewa account, click on **Delete** next to inserted row
5. To save Dewa details, click on **Save**

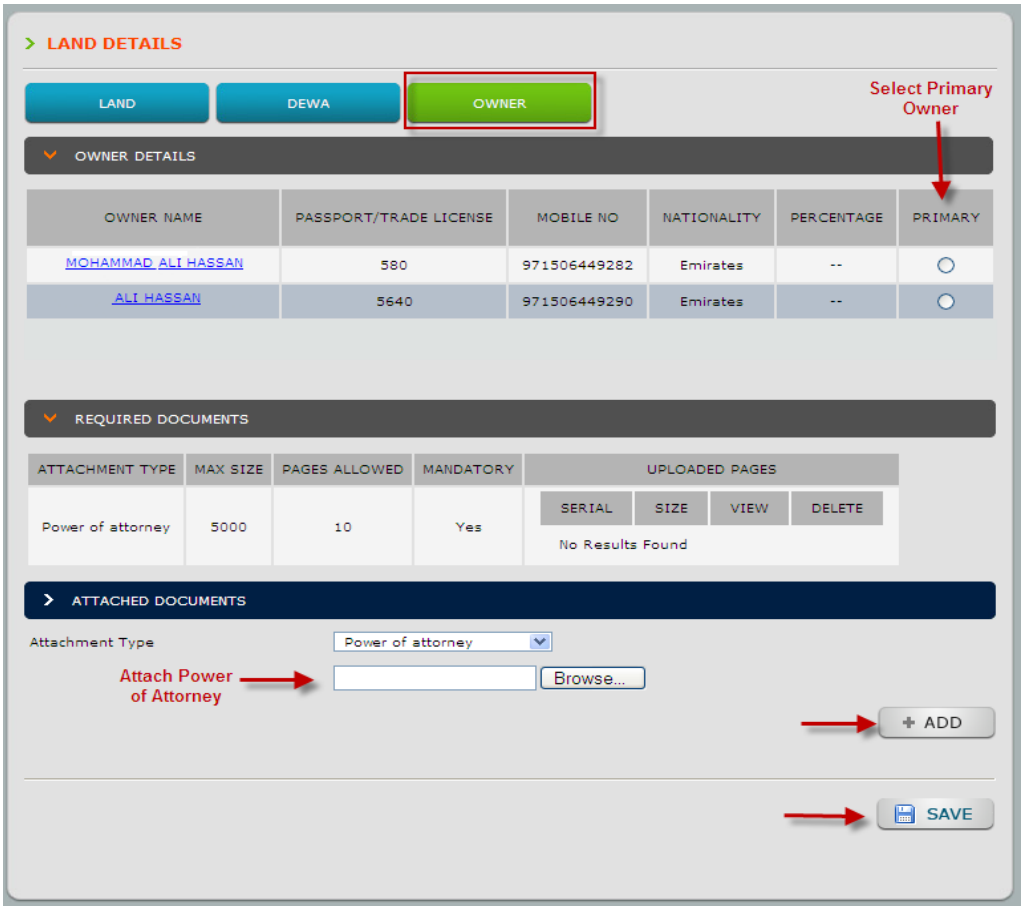


Owner Details

If the land is owned by one owner only, you can skip this section or use this tab to view the owner details only.

If the land is owned by more than one owner, then follow the next steps:

1. Select the **Primary** owner
2. To attach the power of attorney that authorizes the primary owner to act on behalf of the other owners, click on **Browse** and find the document on your local drive. Click on **Add**
3. Click on **Save**



Note: Multiple Owner Details (assigning Primary Owner and attaching Required Document) are mandatory to proceed with Request Rent Approval.

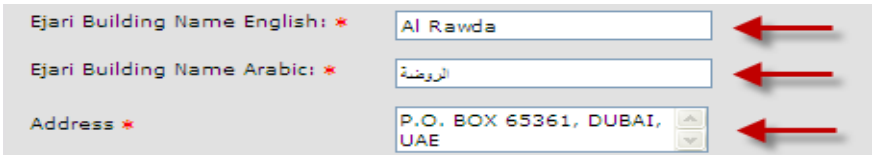
Building Information

Search for a building by following the instructions mentioned in **Search for a Building** section. From the search result, click on the Building Name as shown in section **Search Results> Building Search Results.** For any of the resulted buildings, you will be able to edit four types of information, building details, facilities, Dewa and owner details.

Building Details

The following information is mandatory to complete the building details:

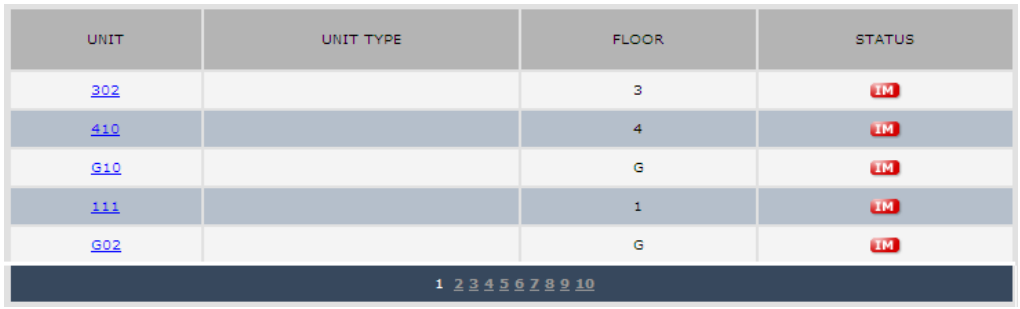
1. Enter the **Building Name** in Arabic and English (for non-freehold buildings)
2. Enter **Ejari Building Name in** English and Arabic
3. Enter the building **Address**



4. To show the units details, click on **View** next to **Unit Count**



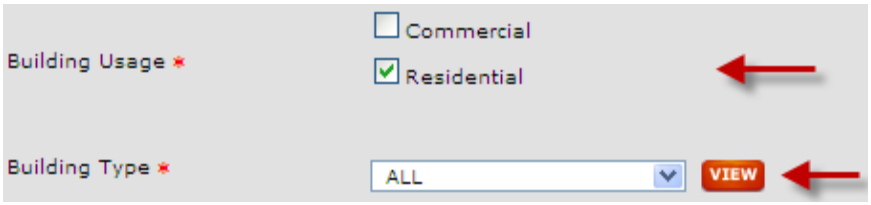
Unit details will appear in the bottom of the page. Note that you can click on the **Unit** No. and start editing the unit details (refer to the next section for detailed steps on how to edit unit information)



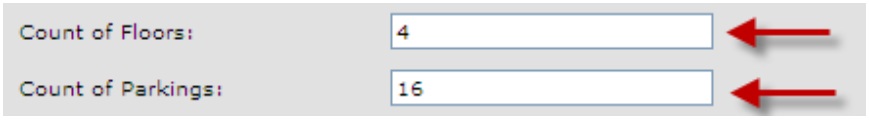
UNIT	UNIT TYPE	FLOOR	STATUS
302		3	IM
410		4	IM
G10		G	IM
111		1	IM
G02		G	IM

1 2 3 4 5 6 7 8 9 10

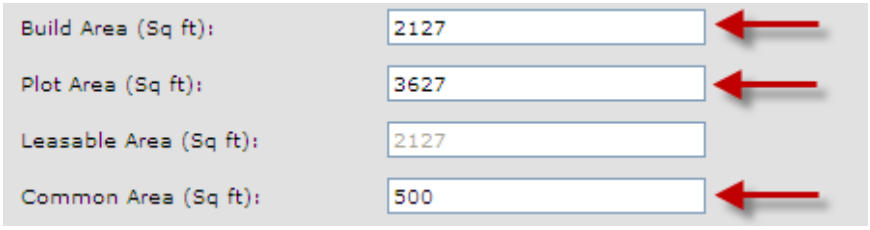
5. Select the **Building Usage** (you can select more than one usage)
6. Select the **Building Type**. To view the list of types, click on **View** first and then select a type from the drop down menu



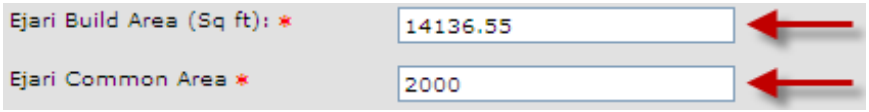
7. Enter the number of floors (for non-freehold buildings)
8. Enter the total number of parking lots (for non-freehold buildings)



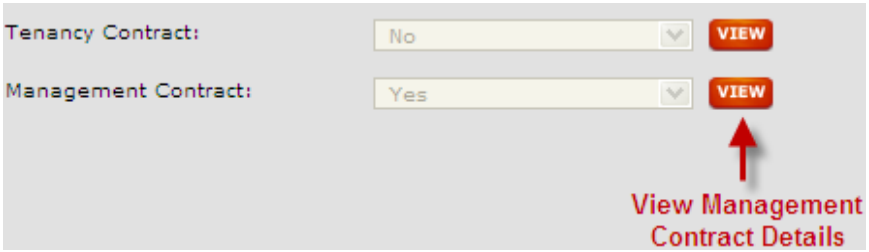
9. Enter **Build Area** in Sq ft (for non-freehold buildings)
10. Enter **Plot Area** in sq ft (for non-freehold buildings)
11. Enter **Common Area** (for non-freehold buildings)



12. Enter **Ejari Build Area** in Sq ft
13. Enter **Ejari Common Area**

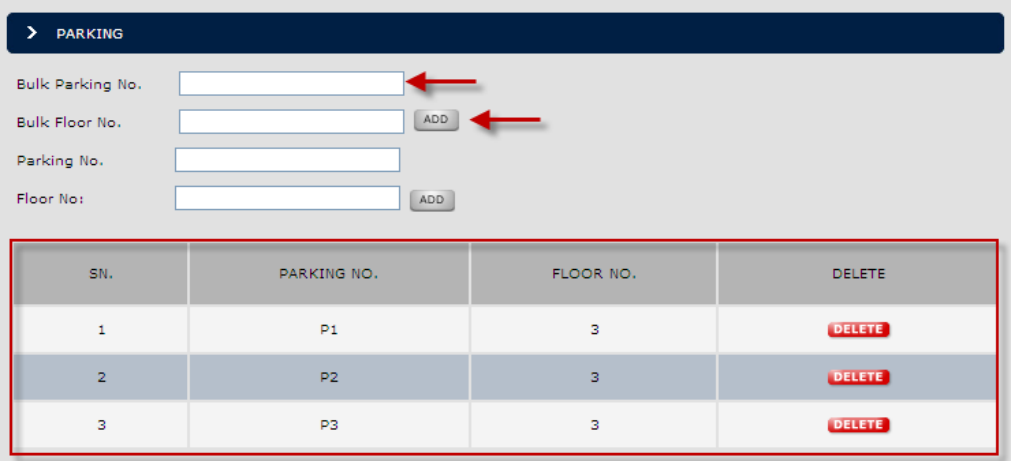


14. If there is a Management Contract or a Tenancy Contract for the building, Click on **View** and view the details of the contract

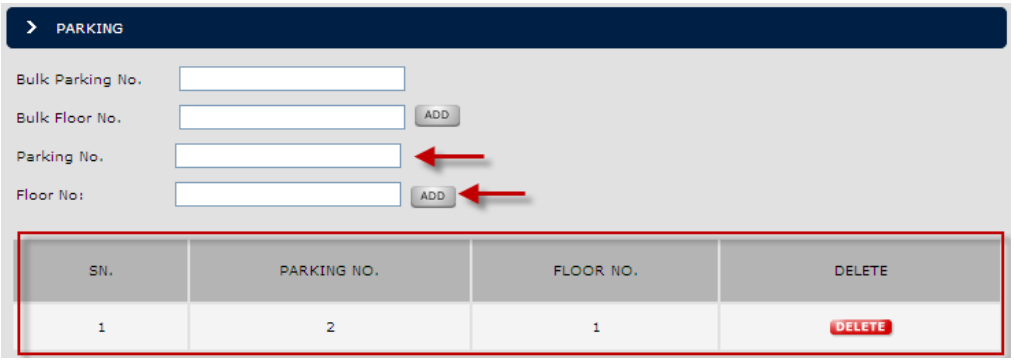


15. Enter the following Parking Details

    a. If you want to add bulk parking details, enter the number of bulk parking lots (**Bulk Parking No.**) and **Bulk Floor No.** and click on **Add.**



b. If you want to add individual parking details, enter the Parking No. and Floor No. and click on **Add**

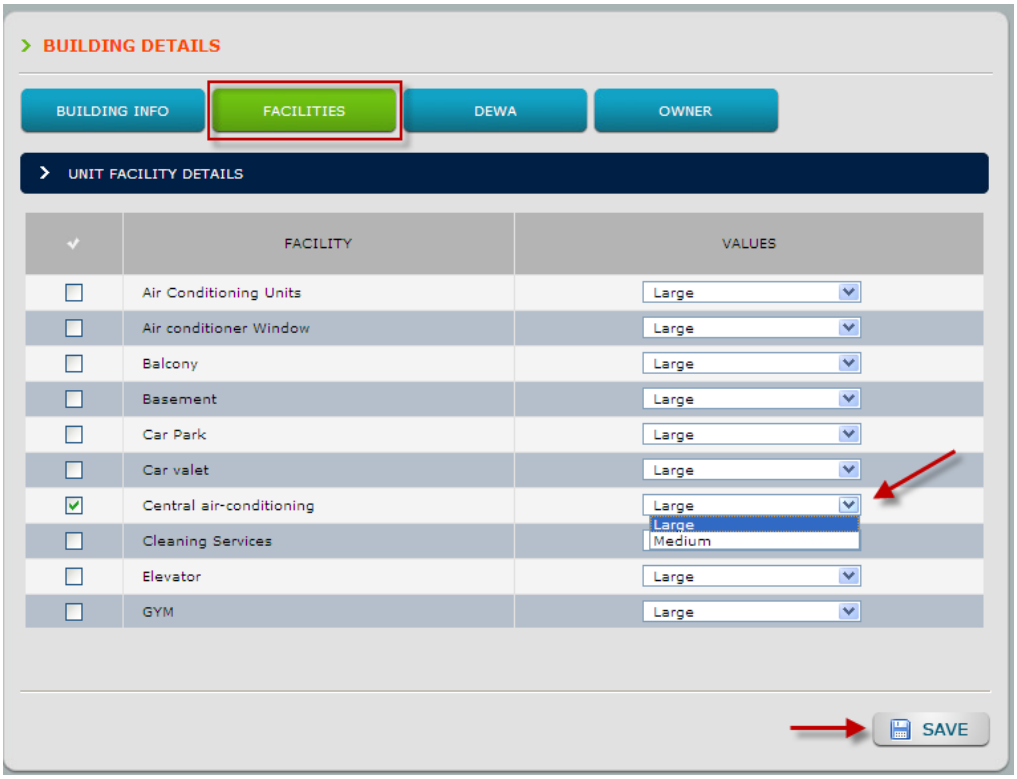


16. Click on **Delete** to delete any of the parking entries
17. Click on **Save** to save the changes and the following confirmation message will appear:



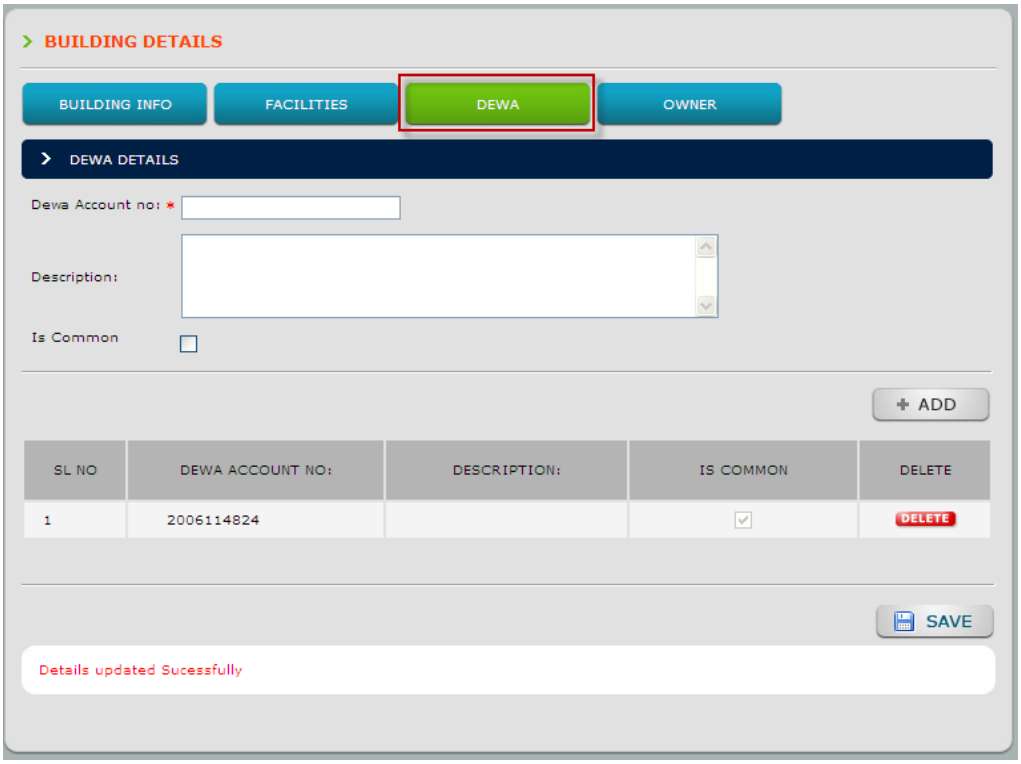
Facilities

Select the applicable facilities and the value of each one of them as shown below:



Dewa

1. Enter the **Dewa Account no** and **Description** (if available)
2. Select the check box **Is Common** if the Dewa account is common between more than one building
3. Click on **Add**
4. To add another Dewa account, repeat the same previous steps
5. To delete Dewa account, click on **Delete** next to inserted row
6. To save Dewa details, click on **Save**



Note: Entering Dewa account information for buildings is mandatory

Owner Details

Follow the same instructions as for completing Owner Details for a Land.

Unit Information

Search for a unit by following the instructions mentioned in **Search for a Unit** section. From the search result, click on the Unit Number as shown in section **Search Results> Unit Search Results.** For any of the resulted units, you will be able to edit four types of information, unit details, facilities, Dewa and owner details.

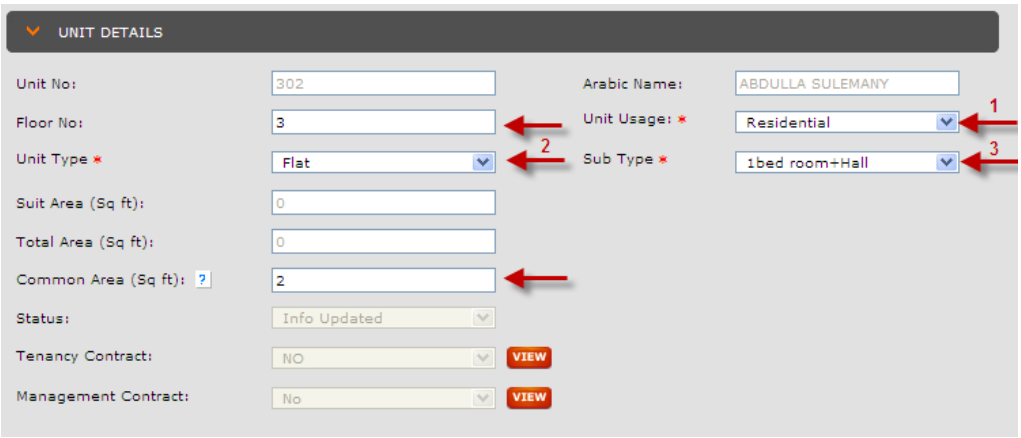
Unit Details

The following information is mandatory to complete the building details:

1. In the Building Details part, click on **View** to view the building information to which the current unit belong



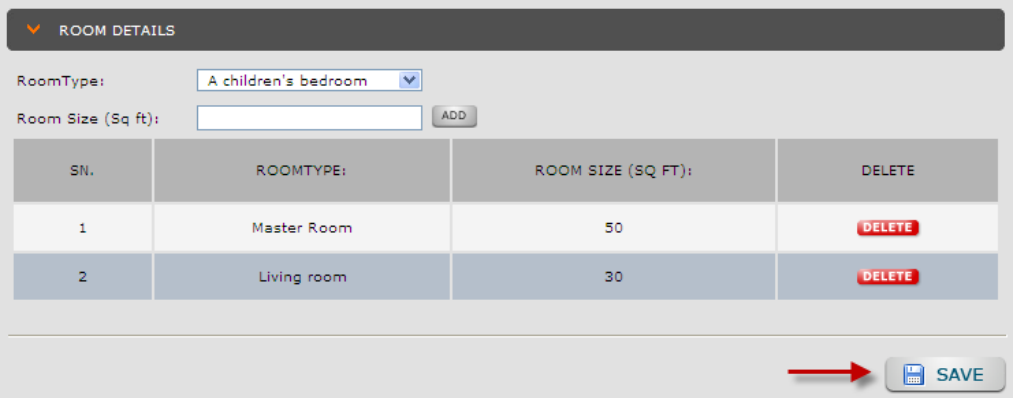
2. In the Unit details part, enter the **Floor Number**
3. Select the **Unit Usage**, and then the **Unit Type** and **Sub Type**
4. Enter the **Common area** in sq ft
5. If there is a Management Contract or a Tenancy Contract for the unit, Click on **View** and view the details of the contract



6. In the Parking part, select one of the parking lots and click on **Add**, repeat this steps to attach more than one lot to the same unit

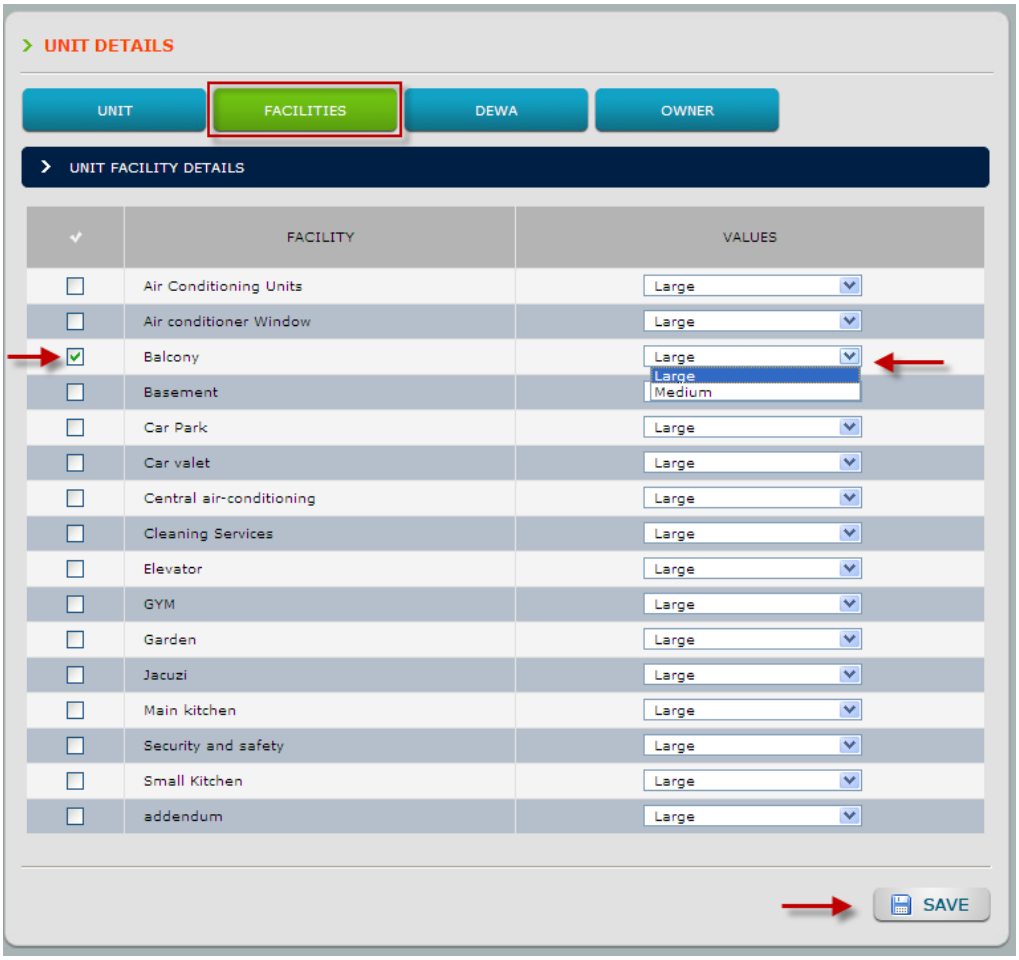


7. In the room details part, select the room type and enter its size. Click on **Add**. Repeat this step to add more rooms. To delete a room, click on **Delete**.
8. Click on **Save** to save the changes



Facilities

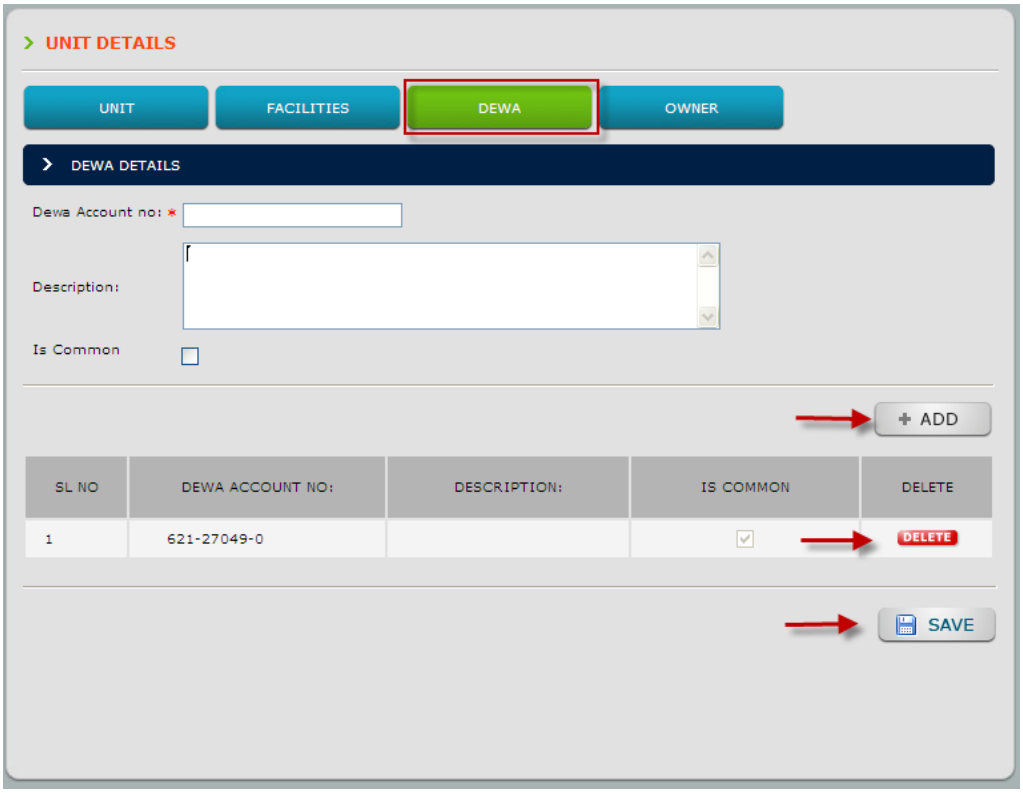
1. Select the applicable facilities and the value of each one of them as shown below:



2. Click on **Save** to save the changes

Dewa

1. Enter the **Dewa Account no** and **Description** (if available)
2. Select the check box **Is Common** if the Dewa account is common between more than one unit
3. Click on **Add**
4. To add another Dewa account, repeat the same previous steps
5. To delete Dewa account, click on **Delete** next to inserted row
6. To save Dewa details, click on **Save**



Note: Providing Dewa account information for units is mandatory

Owner Details

Follow the same instructions as for completing Owner Details for a Land.

Villa Information

Search for a villa by following the instructions mentioned in **Search for a Villa** section. From the search result, click on the Villa Name as shown in section **Search Results> Villa Search Results.** For any of the resulted villas, you will be able to edit four types of information, building details, facilities, Dewa and owner details.

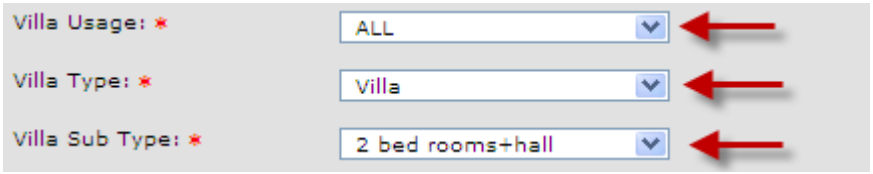
Villa Details

The following information is mandatory to complete the building details:

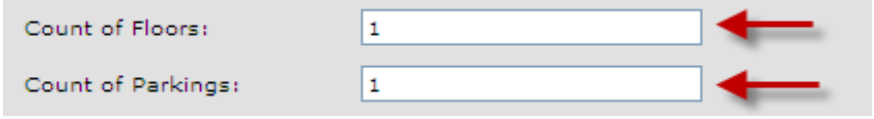
1. Enter the **Villa Name** in Arabic and English (for non-freehold villas only)
2. Enter **Ejari Villa Name in** English and Arabic
3. Enter the villa **Address**



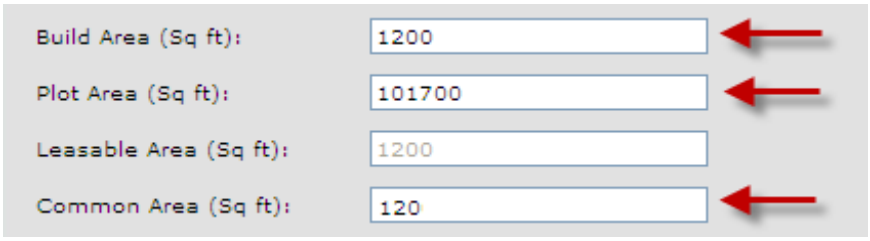
4. Select the **Building Usage** (you can select more than one usage)
5. Select the **Building Type**. To view the list of types, click on **View** first and then select a type from the drop down menu



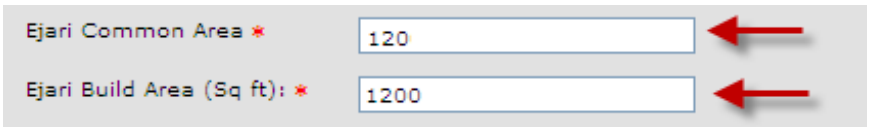
6. Enter the number of floors (for non-freehold buildings)
7. Enter the total number of parking lots (for non-freehold buildings)



8. Enter **Build Area** in Sq ft (for non-freehold buildings)
9. Enter **Plot Area** in sq ft (for non-freehold buildings)
10. Enter **Common Area** (for non-freehold buildings)



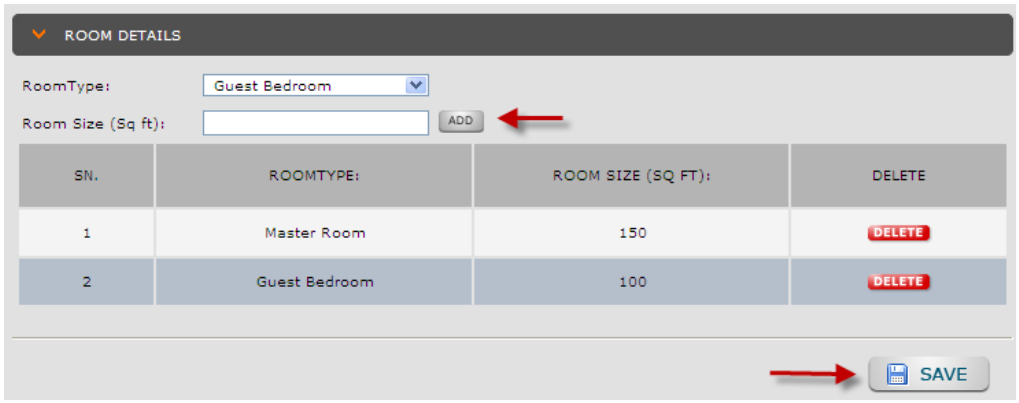
11. Enter **Ejari Common Area**
12. Enter **Ejari Build Area** in Sq ft



13. If there is a Management Contract or a Tenancy Contract for this villa, Click on **View** and view the details of the contract



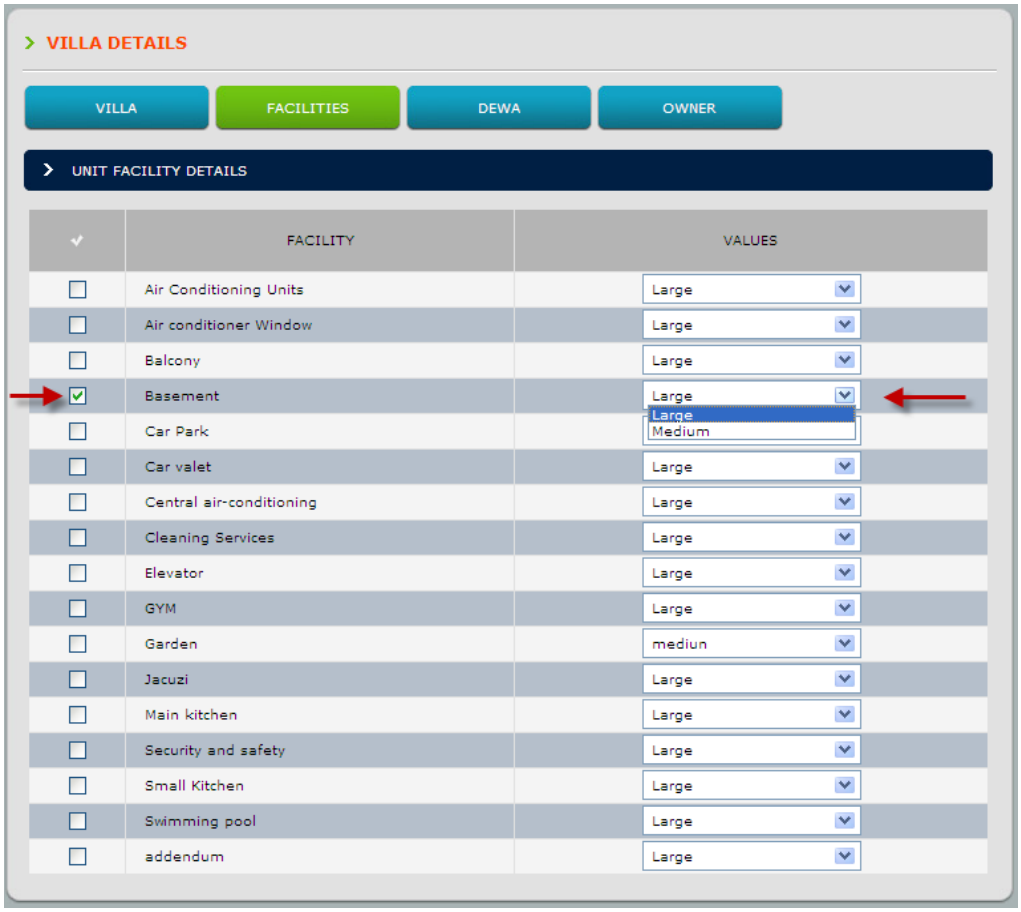
9. In the room details part, select the room type and enter its size. Click on **Add**. Repeat this step to add more rooms. To delete a room, click on **Delete**.



14. Click on **Save** to save the changes

Facilities

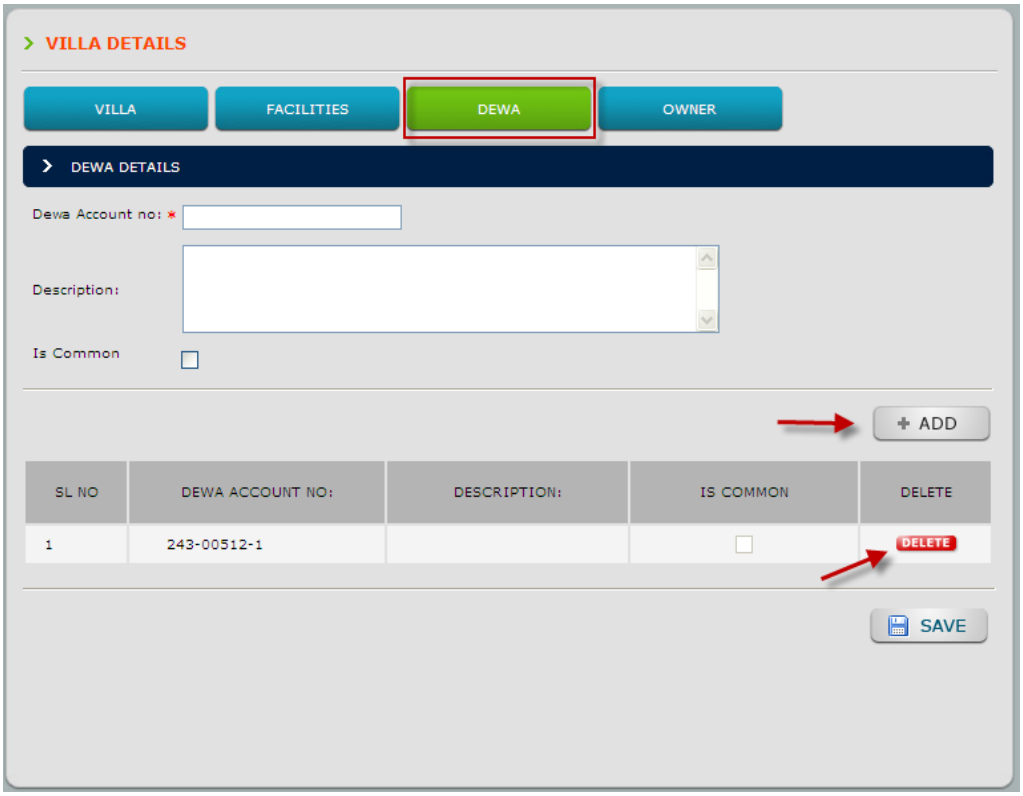
1. Select the applicable facilities and the value of each one of them as shown below:



2. Click on **Save** to save the changes

Dewa

1. Enter the **Dewa Account no** and **Description** (if available)
2. Select the check box **Is Common** if the Dewa account is common between more than one
3. Click on **Add**



4. To add another Dewa account, repeat the same previous steps
5. To delete Dewa account, click on **Delete** next to inserted row
6. To save Dewa details, click on **Save**

Note: Dewa account information for villas is mandatory

Owner Details

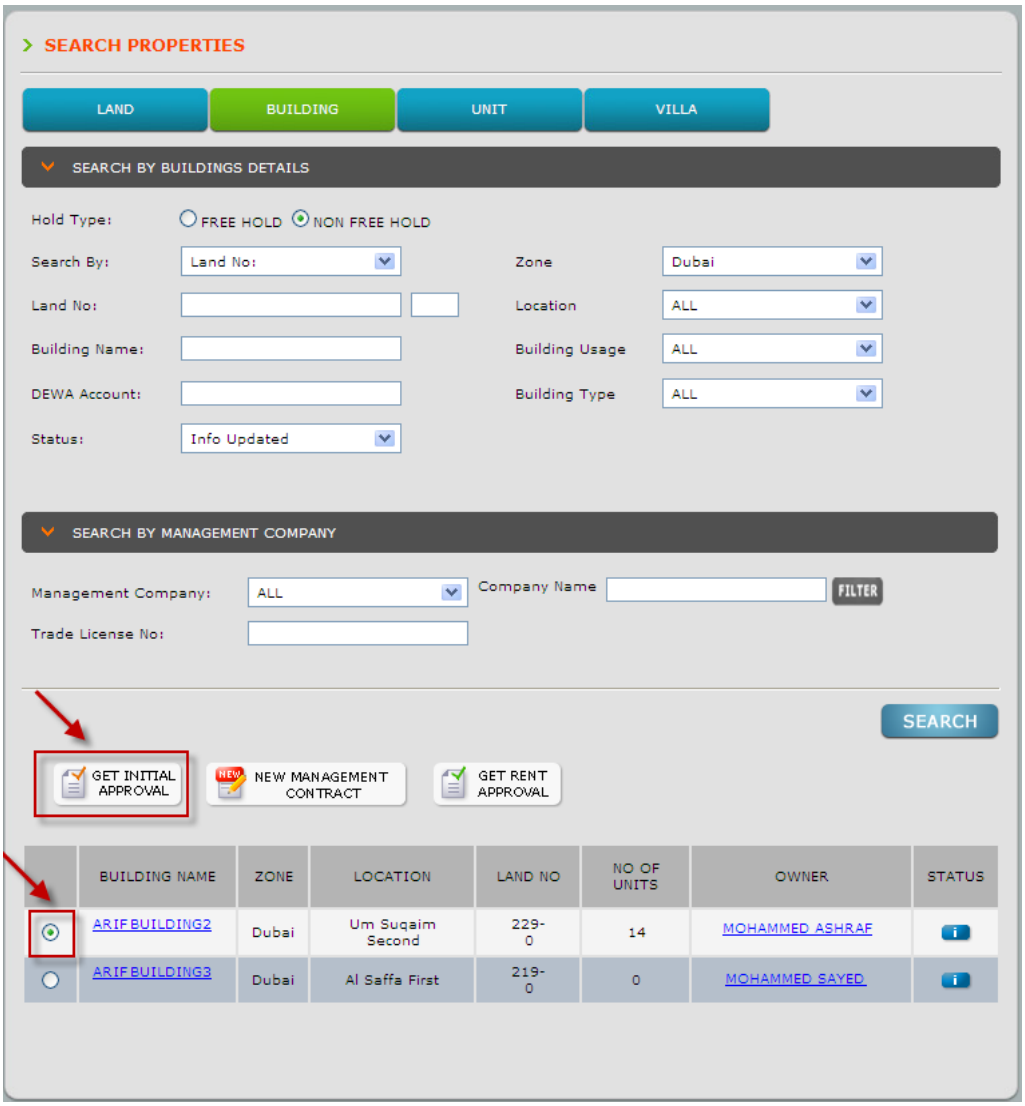
Follow the same instructions as for completing Owner Details for a Land.

Get Initial Approval (for Owners only)

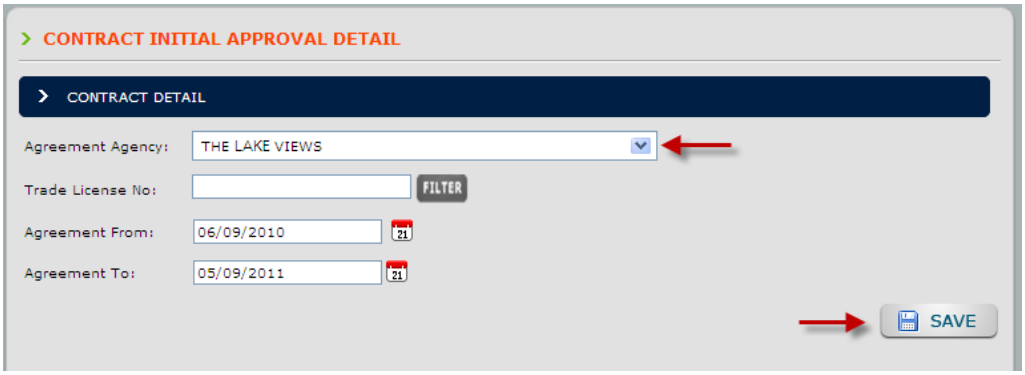
Owners will be allowed to give the management companies, which are responsible for managing their properties, an initial management approval as a step toward creating a management contract between the two parties.

Follow the next instructions to grant the management companies an initial approval:

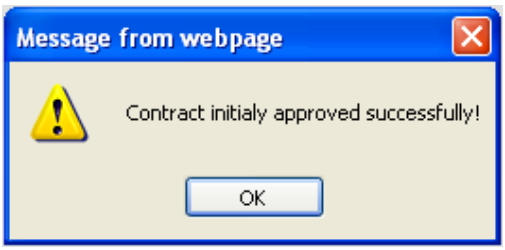
1. Search for the properties you own using the properties details as explained earlier (in sections **Search for a Land**, **Search for a Building**, **Search for a Unit** or **Search for a Villa**)



2. Select a property from the search results and click on **Get Initial Approval**. The following screen will appear:



3. Select the **Agreement Agency** (Management Contract). If you want to filter the management companies, type the **Trade License No.** and click on **Filter**.
4. Enter the agreement period (**Agreement From** and **Agreement To**)
5. Click on **Save** and the following confirmation message will appear:



Note: If the Initial Management approval is given for non-free hold land, then all buildings, units and villas under this land will be managed by the same management company.

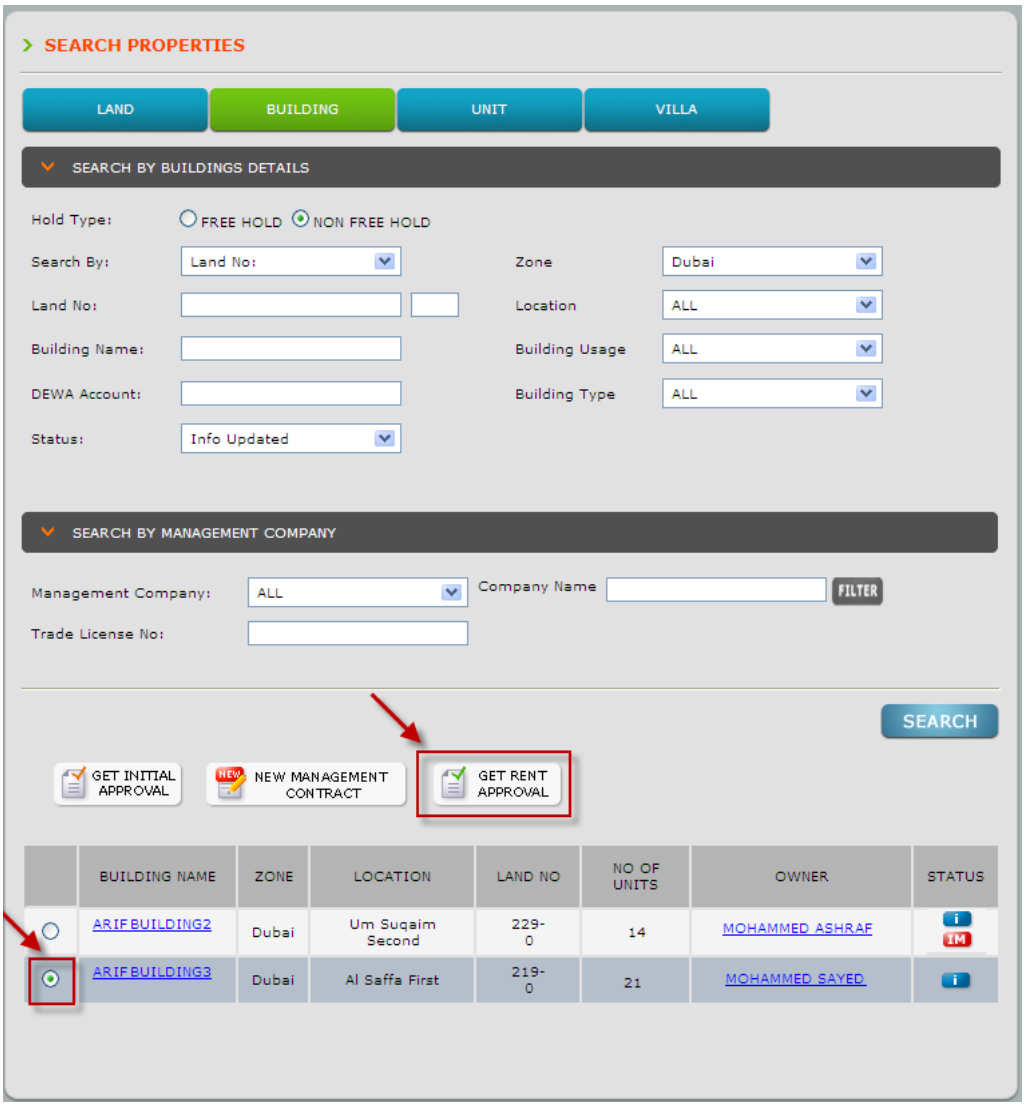
Note: Only Free hold lands with no properties will be allowed to be managed.

Note: If the Initial Management approval is given for multiple units, then make sure that all units belong to the same building and owned by the same owner.

Get Rent Approval

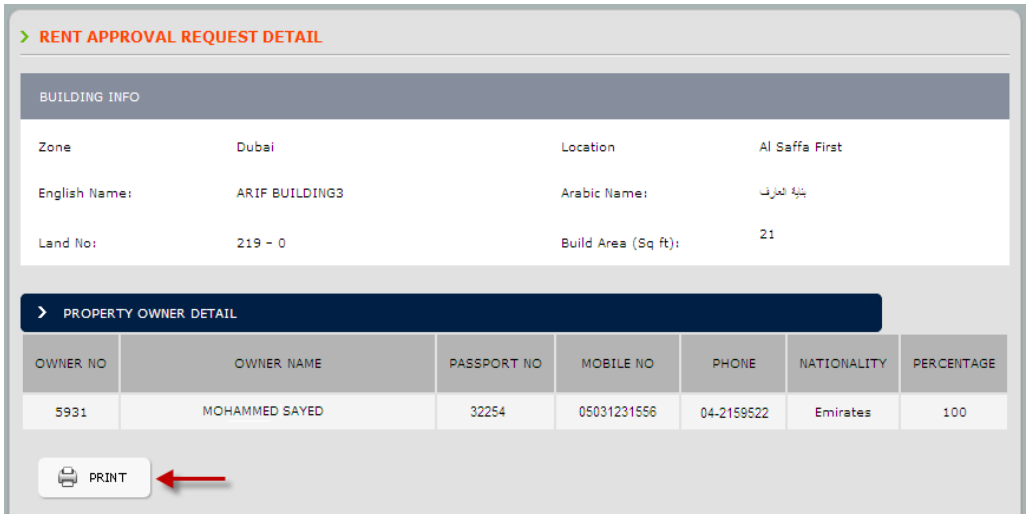
All users should send a rent approval request as a step toward renting their properties. Follow the next instructions to submit your request for rent approval:

1. Search for the properties you own using the properties details as explained earlier (in sections **Search for a Land**, **Search for a Building**, **Search for a Unit** or **Search for a Villa**)

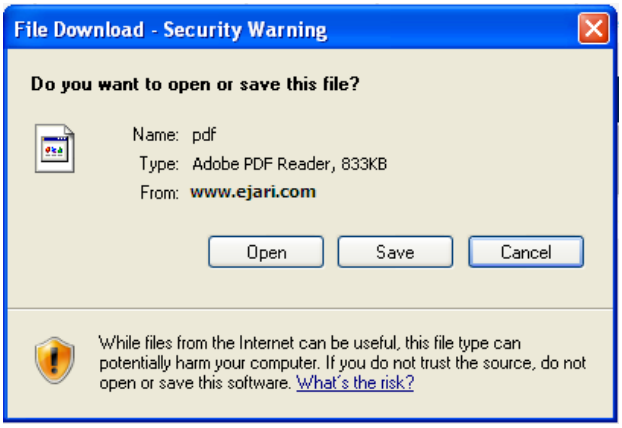


2. Select a property from the search results and click on **Get Rent Approval**. The following screen will appear:

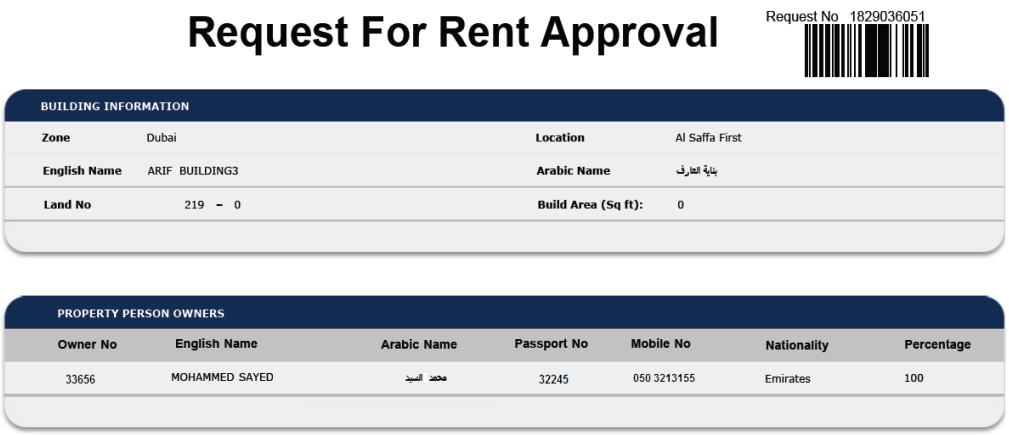
Note: Make sure that all mandatory property details are completed before requesting a rent approval. If not, edit the property as described in section **Edit Property Information** and then request a rent approval.



3. Click on **Print** and the following windows dialogue will appear:



   a. Click on **Open** to open a pdf copy of the Rent Approval Request
   b. Click on **Save** to save a pdf copy of the Rent Approval Request on your local drive



Note: By requesting a rent approval, the status of the property will change from **Info Updated** to **Pending**. RERA will receive your request review it and take an action towards it.

Management Contract 5

This chapter provides you with detailed instructions on how to create a new management contract and manage an existing one. Follow the exact steps in this chapter to learn how to edit or cancel a pending management contract and how to renew, print or terminate an active management contract.

Before You to Start

Make sure that you are aware of the following points before you start creating your Management Contract:

- Management Contracts can be created for **Info-Updated**, **Pending** or **Approved** properties
- **Management Companies** should have initial approval for the related properties first
- **Owners** should own (fully or partially) the related properties
- Authorized users can create one contract for one land at a time
- Authorized users can create one contract for one building at a time (given that the owner of the building and all units under that building is the same)
- Authorized users can create one contract for multiple villas (on the same land and owned by the same owner) at a time
- Authorized users can create one contract for multiple units (under the same building and owned by the same owner) at a time



Remember! If the property is in Info Updated or Pending status, a management contract can be created **Only If** all the required information of that property is complete.

Search for a Property

To search for a property, choose one of the following options:

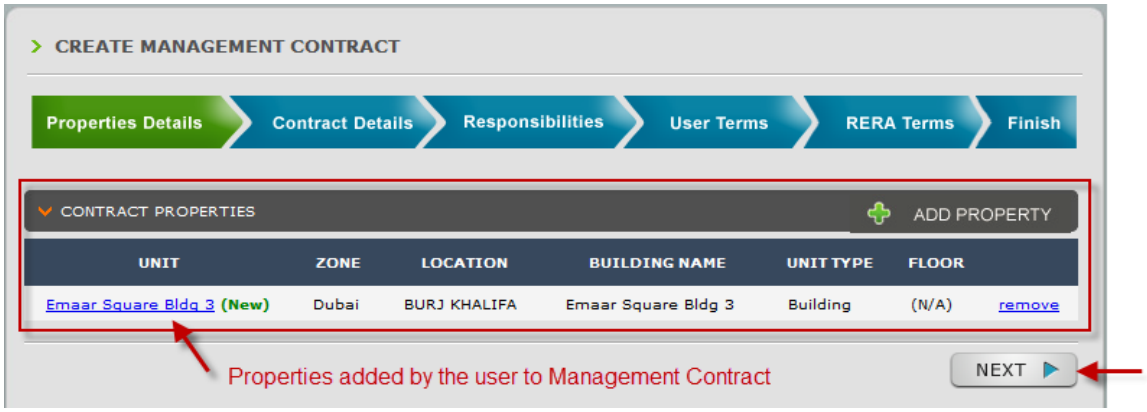
- **Option 1:** Click on **Search Property** from the main menu and then click on the sub menu according to the type of the property you are searching for: **Land**, **Building**, **Unit** or **Villa**. Select one or more of the resulted properties and click on **New Management Contract** button to start with Create Management Contract

Wizard (refer to **Chapter 4** for more details on how to perform a property search)

- **Option 2:** Click on **Management Contract** in the main menu and then click on **Create Contract.** Click on **Add Property** and follow the same instructions mentioned in **Chapter 4** to perform a property search**,** select one or more of the resulted properties and click on **Add** and then click on **Next**.



Click on **Add Property** to start search for property



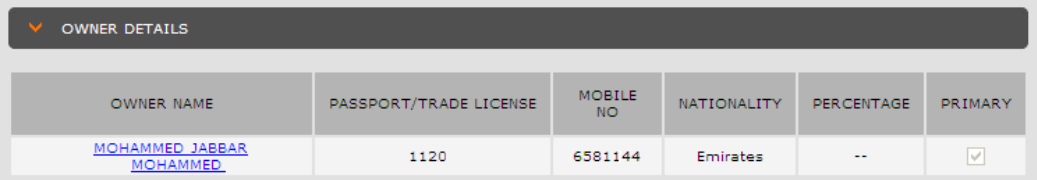
- Repeat the same to add more property to your contract
- Click on **remove** to remove the property you added before to your contract and add a new one.

Create Management Contract

Once you have your property ready for creating a Management Contract, follow the next instructions for each step of the creating Management Contract wizard:

Owner Details

To view the owner details, click on the link of the owner name in **Owner Details** section.

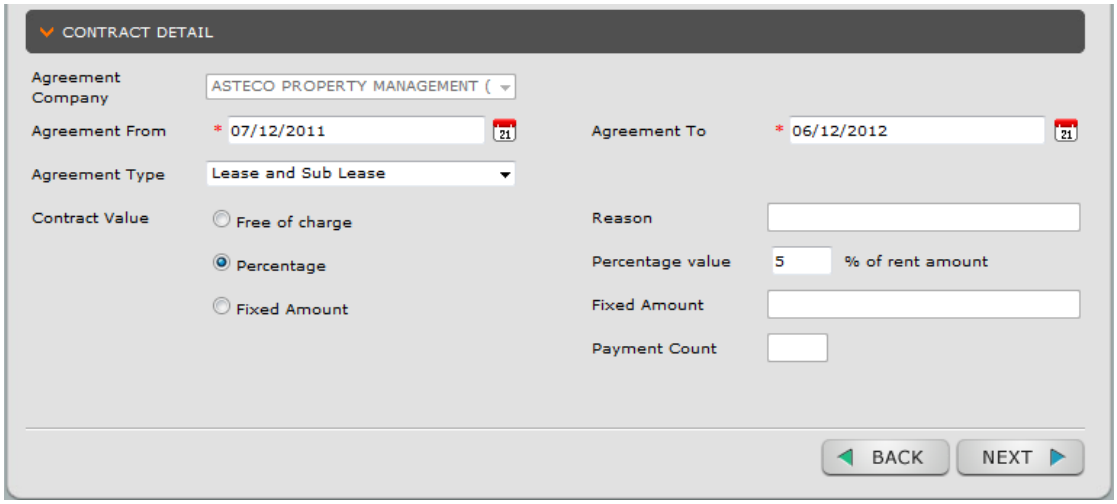


Contract Details

1. Under **Contract Details** section, select the **Agreement Agency** from the dropdown list. (For Management Company users, you will find the name of Agreement Agency selected)

2. Select the **Agreement Type**: Management Contract or Lease and Sublease
3. Enter the period of the contract: **Agreement From** & **Agreement To**
4. If the two parties agreed to create the contract for free, select **Value as Free** and specify the **Reason** in the textbox
5. If the two parties agreed to specify the contract value as percentage, select the option **Percentage** and enter the value in the field **Percentage Value**.
6. If the two parties agreed to specify the contract value as fixed amount, select the option **Fixed Amount**, enter the contract amount in the field **Fixed Amount** and enter the number of payments in the field **Payment Count**.

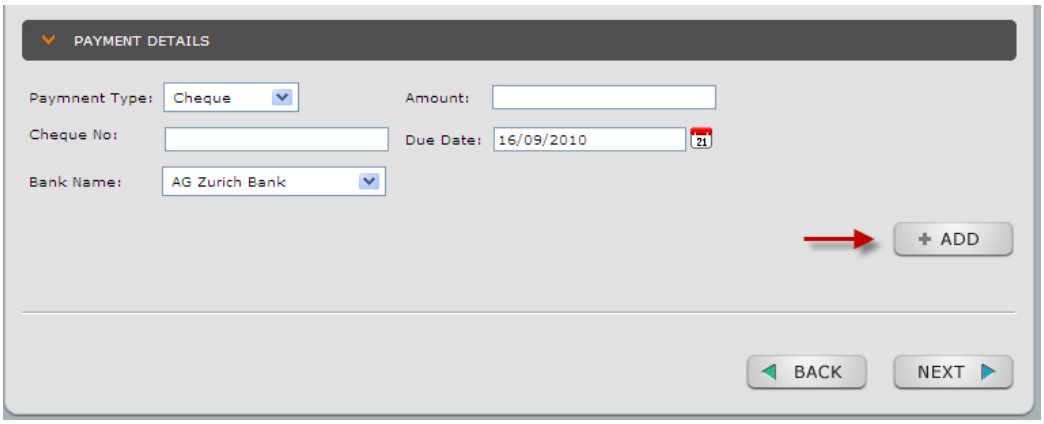
Note: Once you select the Contract Value as Fixed Amount, Ejari shows you Payment Details section in which you can enter all the payments details.



7. Under **Payment Details** section, select the **Payment Type** as **Cheque** or **Cash** (Optional):

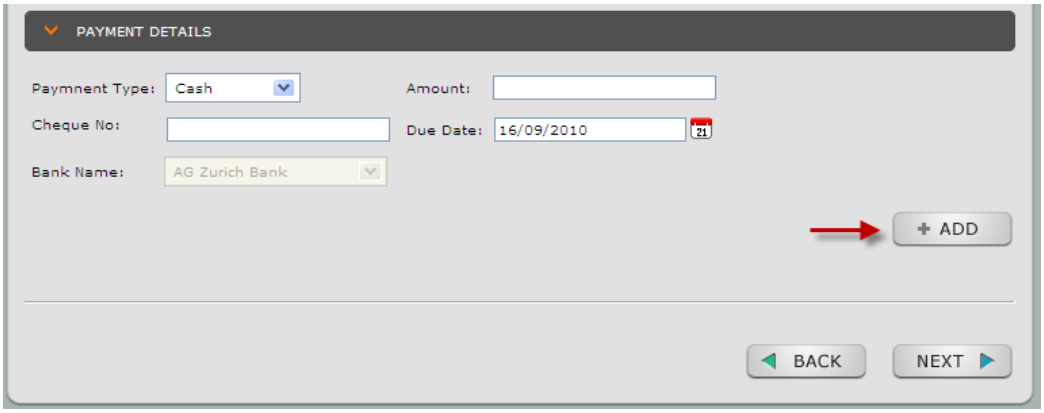
Cheque

i. Enter the cheque **Amount**
ii. Enter the **Cheque No.**
iii. Select the **Due Date** from the calendar
iv. Select the **Bank Name**
v. Click on the **Add**



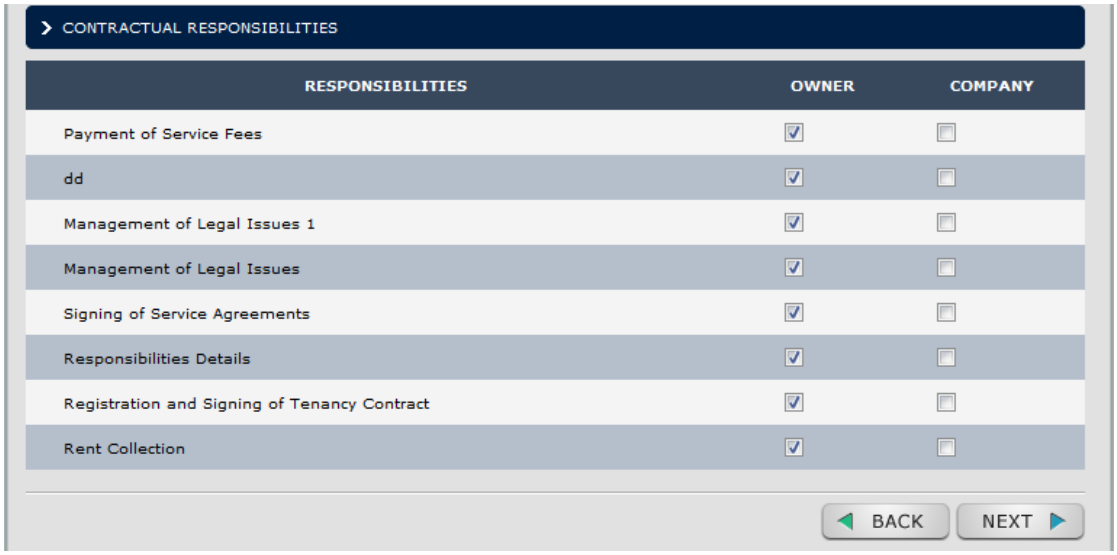
Cash

i. Enter the contract **Amount**
ii. Select the **Due Date** from the calendar
iii. Click on **Add**



Note: The number of payments should match the number of the payments records and the total contract amount should be equal to the total amount of the payments

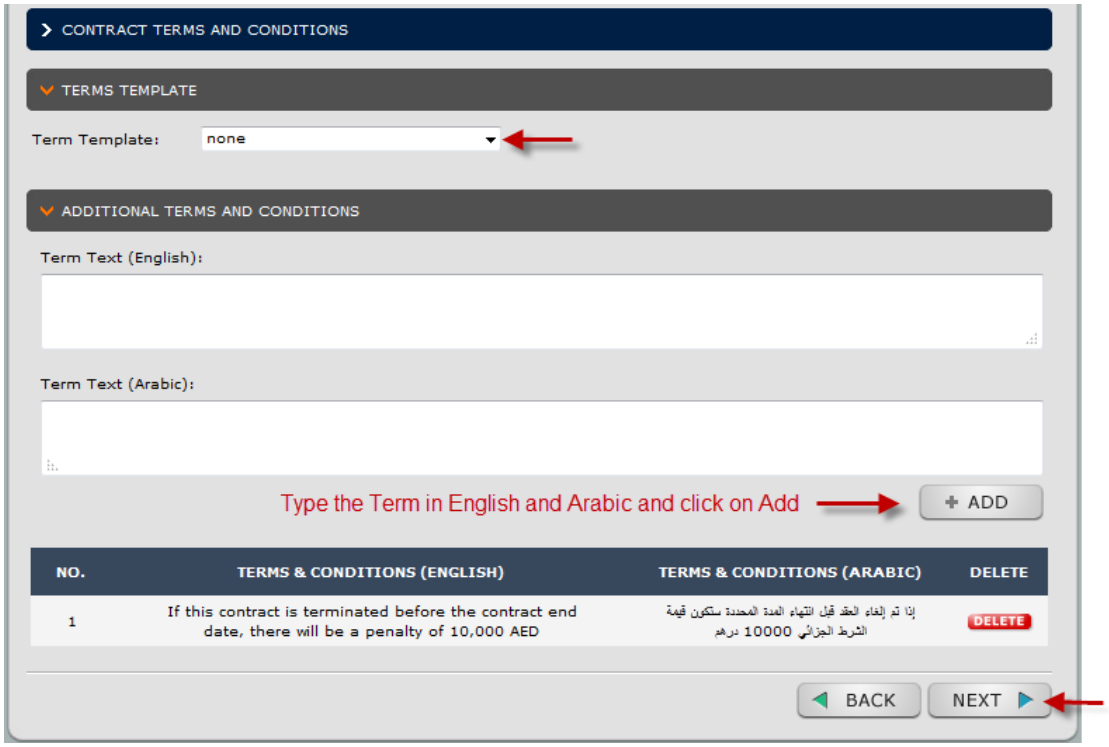
8. Click on the **Next**
9. Under **Contractual Responsibilities** section, select whether each responsibility rests on the Owner or on the Agency by selecting the corresponding checkbox.



10. Click on the **Next**

Contract Terms & Conditions and Responsibilities (Optional)

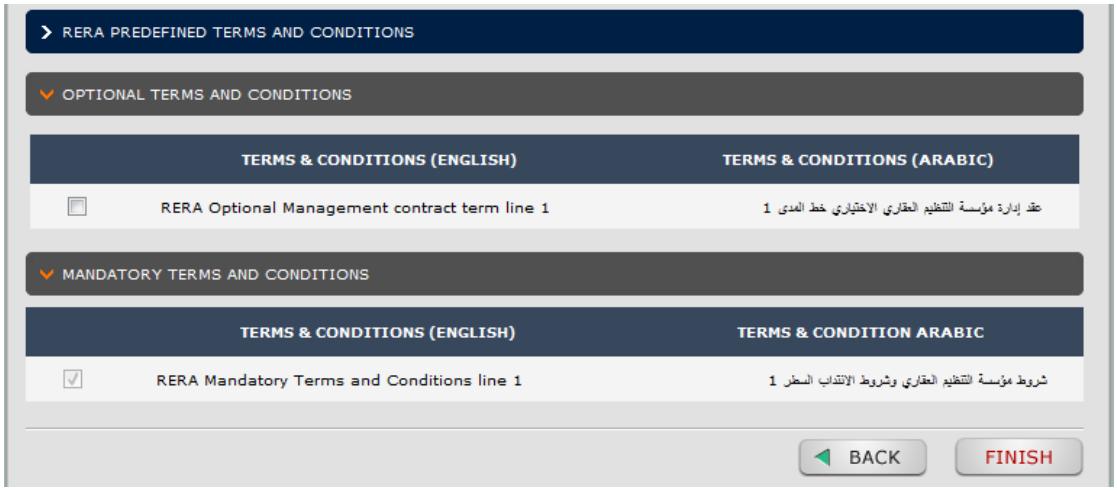
1. Enter custom terms and conditions in English and Arabic and click on **Add**
2. To delete one of terms and conditions click on **Delete**
3. If you have previously defined terms templates, select one or all of the templates from the Terms Templates list to add them to the contract. Look the image below.



4. Click on the **Next**

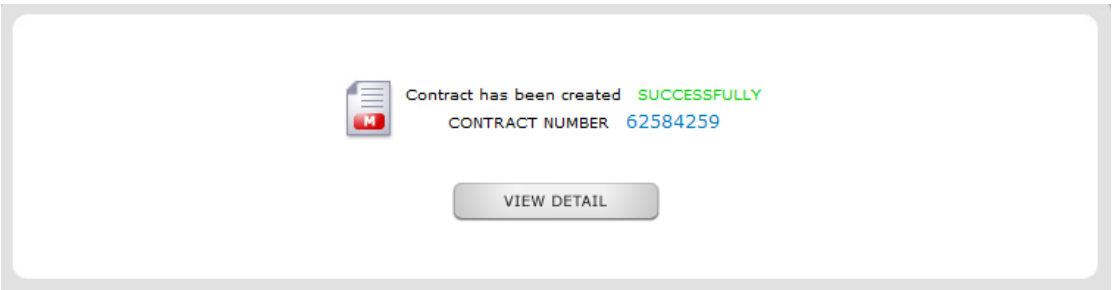
RERA Terms and Conditions (optional):

1. Select one or more of RERA optional predefined list of terms and conditions
2. Clicks on **Finish**



Note: The RERA mandatory predefined list of terms and conditions will be selected and added to your contract.

Once your management contract is created successfully, you will see the following confirmation message:



Click on **View Details** to view the contract details**.**

Now you have created your management contract successfully, kindly visit RERA office and bring all the required documents along with the signed contract.

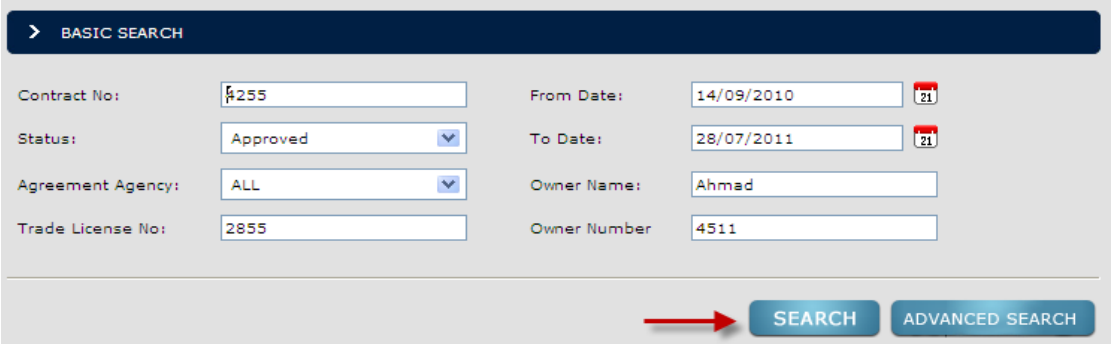
Search for Management Contract

In order for you to edit, renew, print, cancel or terminate your management contract, you have to find your contract first. Each one of these actions depends on the status of the management contract. Click on **Management Contract>Search Contract** from the main menu and perform one of the following search options:

Basic Search

To perform a basic quick search to find your contract, follow the next instructions:

1. Enter the **Contract No.**
1. Select the management contract **Status** (for status description, refer to **Search Results** section)
2. Select the **Agreement Agency**
3. Enter the **Trade License No**.
4. Enter **From Date** to retrieve all the management contracts that start on or after the specified date
5. Enter **To Date** to retrieve all the management contracts that end on or before the specified date
6. Enter the **Owner Name**
7. Enter the **Owner Number**
8. Click on **Search**

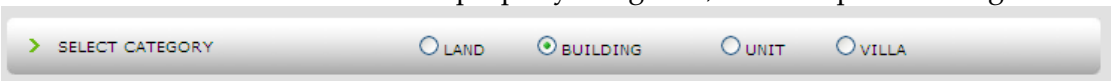


Advanced Search

To perform an advanced search, click on **Advanced Search** and follow the next instructions:

Property Category

- Select one of the property categories, for example: Building



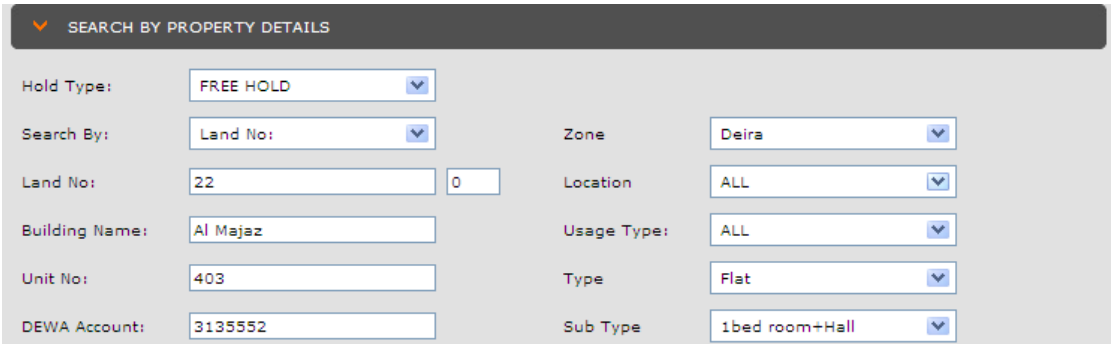
Search by Management Contract Details

1. Enter the **Contract No**
2. Select the **Management Company** (for owners and owners representatives only)
3. Select the contract **Status**
4. Enter the **Trade License No** (for owners and owners representatives only)
5. Select the contract search method **(Search By)**
    a. **Start Date:** This method retrieves all the management contracts which start within the specified period (**From Date** and **To Date**)
    b. **Expiry Date:** This method retrieves all the management contracts which expire within the specified period (**From Date** and **To Date**)
6. Select an **Agreement Type**:
    a. Management Contract
    b. Lease and Sub Lease
7. Check **Is Blocked** if you are searching for a blocked contract



Search by Property Details

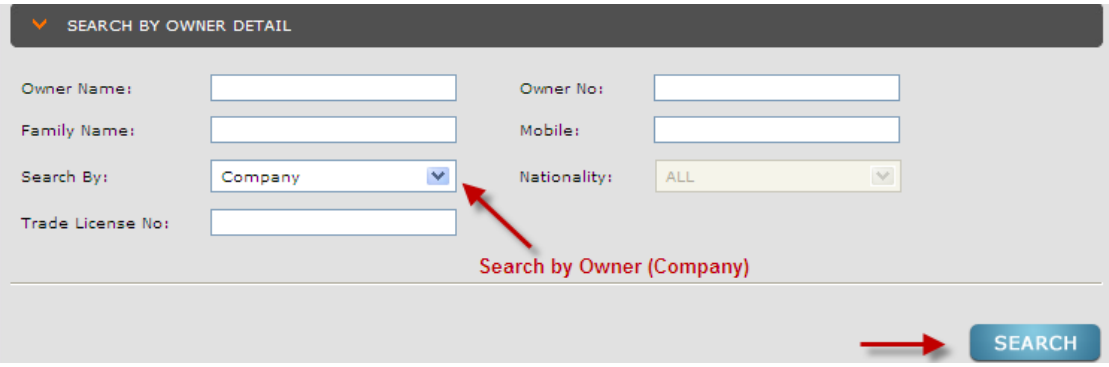
1. Select the **Hold Type**:
    a. Freehold
    b. Non freehold
2. Select the contract search method (**Search By**)
    a. Land No
    b. Municipality No
3. Enter the **Land/Municipality No** depending on the search method selected in the previous step
4. Select the **Zone**
5. Select the **Location** based on the selected zone
6. Enter the **Building Name**
7. Select the **Usage Type**
8. Enter the **Unit No**
9. Select the property **Type** and **Sub Type**
10. Enter **DEWA Account**



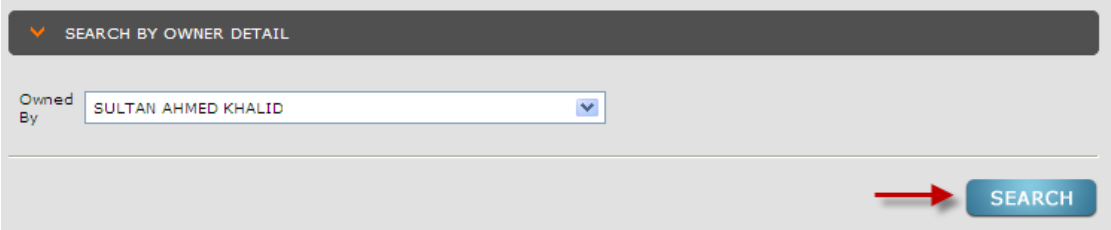
Search by Owner Detail (For Management Companies and Owner Representatives Only)

If you are a management company, follow the next step to perform the search using owner details:

1. Enter the **Owner Name** and **Family Name**
2. Enter the **Owner No**
3. Enter the owner **Mobile** number
4. Select the search method according to the type of the owner (**Search By**):
    a. Company: Enter the **Trade license No** of the owner company
    b. Person: Select the **Nationality** and the **Passport No** of the owner
5. Click on **Search**



If you are an owner representative, select one of the owners from the drop down menu and click on **Search** to retrieve all contracts related to the properties owned by the selected owner:



Search Results

In the following is a brief description for the status of each resulted contract along with applicable actions that can be taken on each:

- ***Pending (***  ***):*** All created contracts will be initially in pending status

Select one of the resulted pending contracts and perform one of the following actions:

  - Click on **Edit** to edit the management contract information
  - Click on **Cancel** to cancel the contract. The contract status will be Cancelled ()
  - Click on **Print** to print a copy of the contract

- ***Approved(***  ***):*** Contract is approved by RERA

Select one of the resulted approved contracts and perform one of the following actions:

  - Click on **Print** to print a copy of the approved contract. The contract status will be Active ()

- ***Active(***  ***):*** Contract is activated once printed

Select one of the resulted active contracts and perform one of the following actions:

  - Click on **Terminate** to terminate the contract
  - Click on **Renew** to renew the contract
  - Click on **Print** to print a copy of the contract

- ***Renewed(***  ***):*** Contract is renewed
- ***Termination Requested(***  ***):*** Termination is requested for this contract
- ***Termination Approved(***  ***):*** Termination Request for this contract is approved. Contract is terminated
- ***Canceled(***  ***):*** Contract is cancelled
- ***Rejected(******):*** Contract is rejected by RERA

Select one of the resulted rejected contracts and Click on **Edit** to edit contract information.

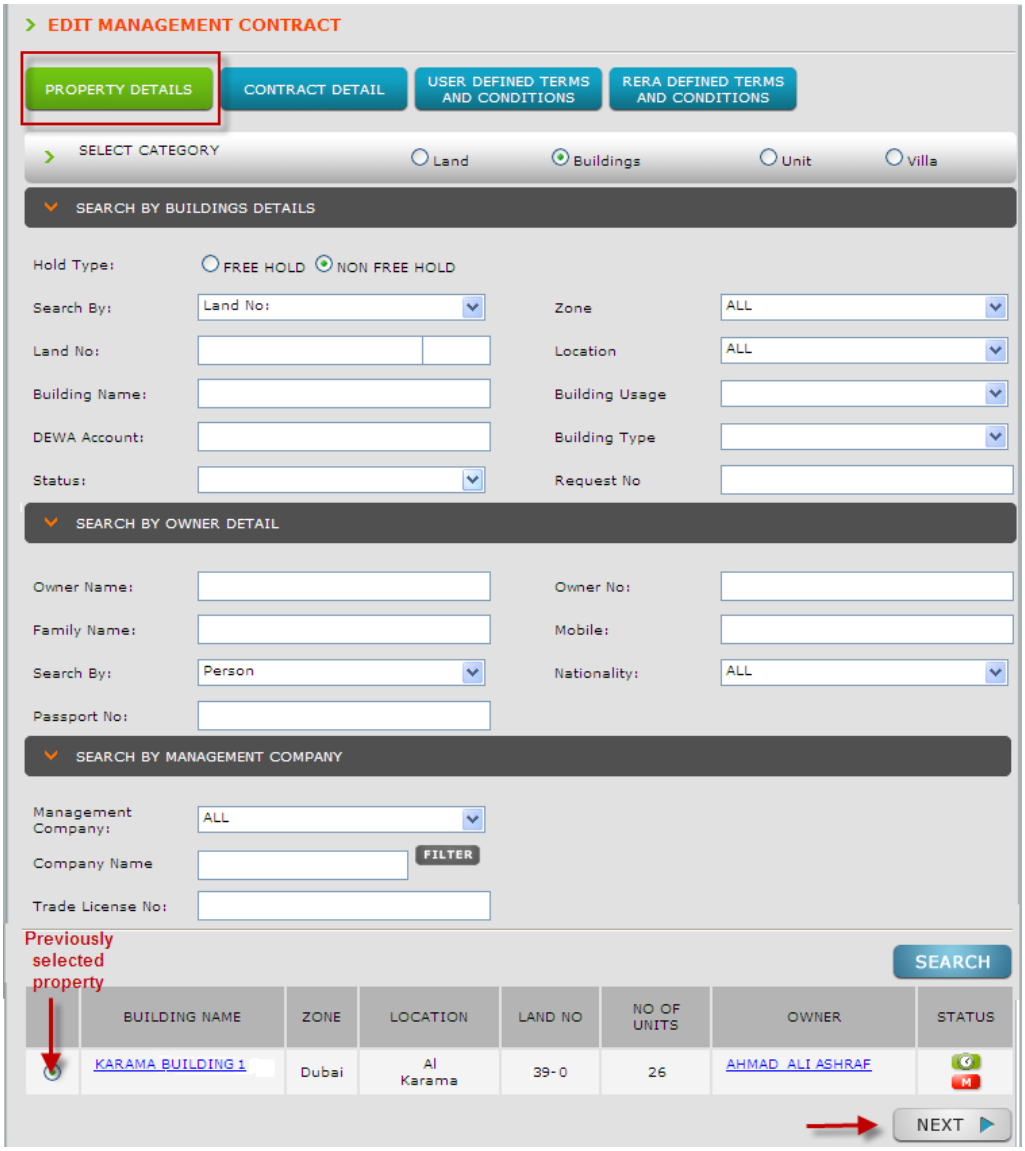
Edit Management Contract

To edit a management contract, search for your contract by following the instructions as mentioned in **Basic Search** and **Advanced Search** sections and then click on the **Edit** button.

Remember! Only pending and rejected management contracts can be edited.

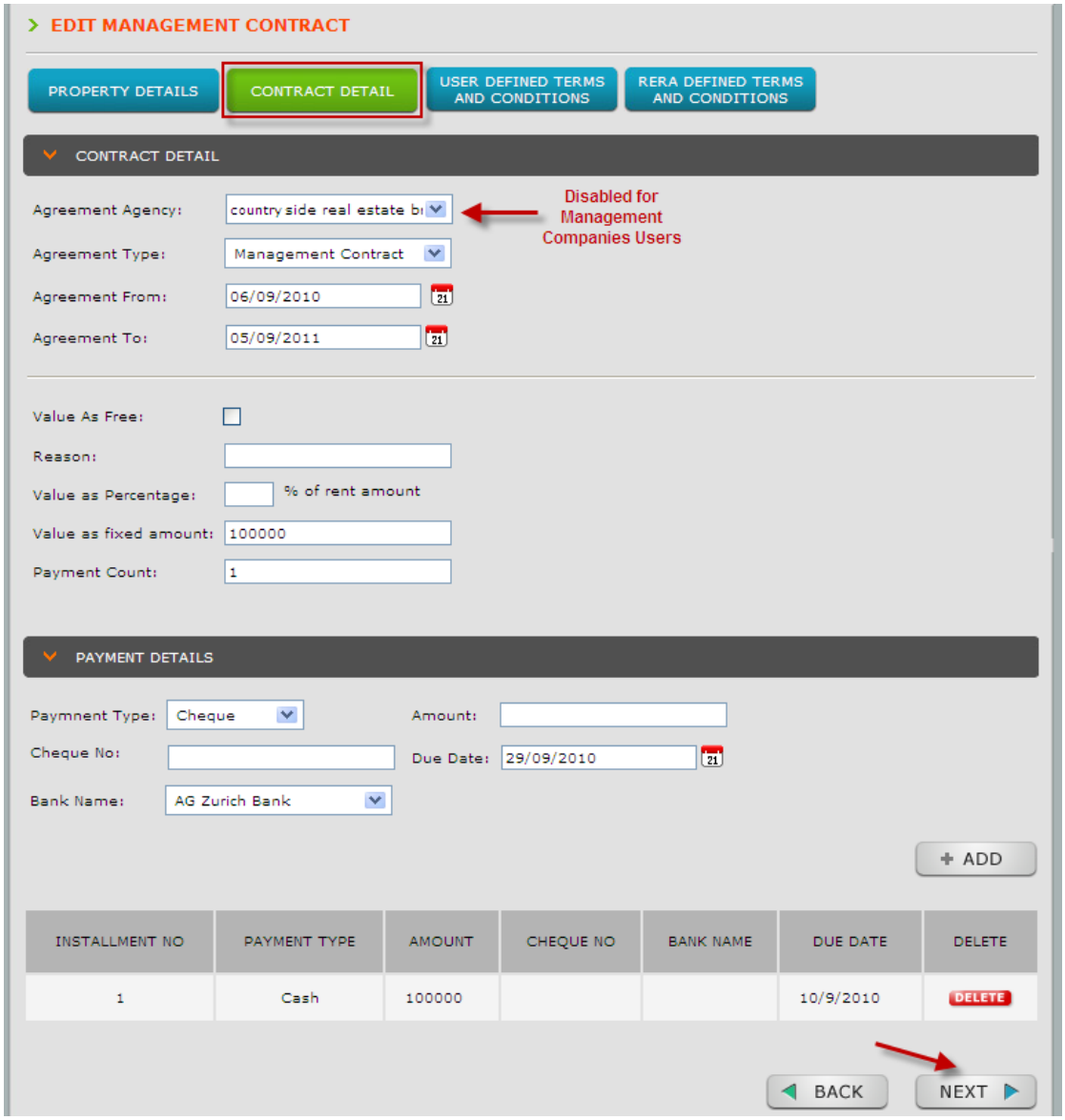
On top of the page, there are four tabs to navigate the four parts of editing management contract wizard, the **Property Details, Contract Details, User Defined Terms & Conditions, RERA Defined Terms & Conditions**. Click on one of the tabs and start editing your contract:

- **Property Details**: The first step of the editing wizard allows you to edit the previously selected properties. Perform a new search and select one or more new properties. Refer to **Search Property** Chapter for the detailed steps. To move to the second step, click on **Next**

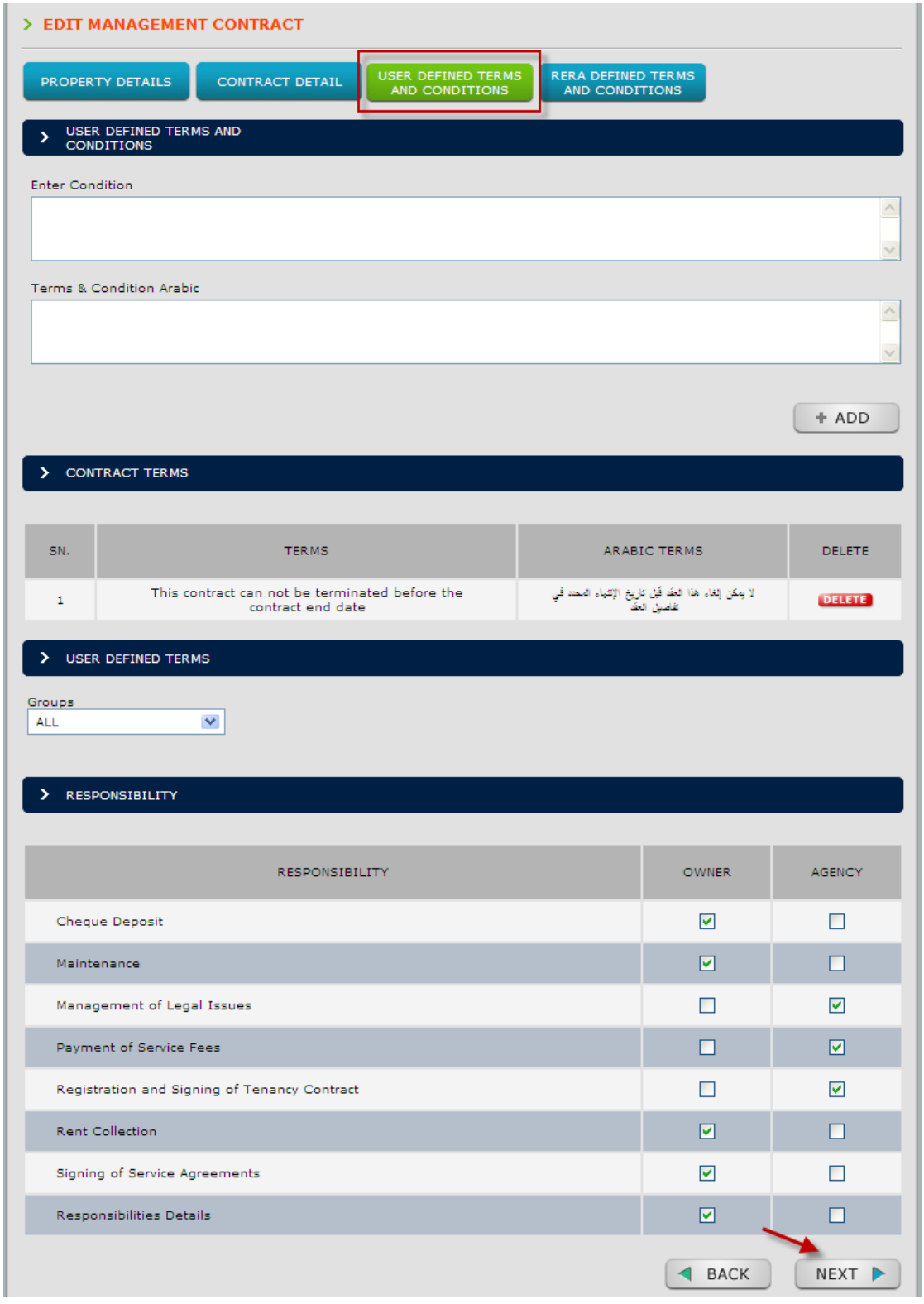


Remember! Management Contracts can be created for one or more villas and units.

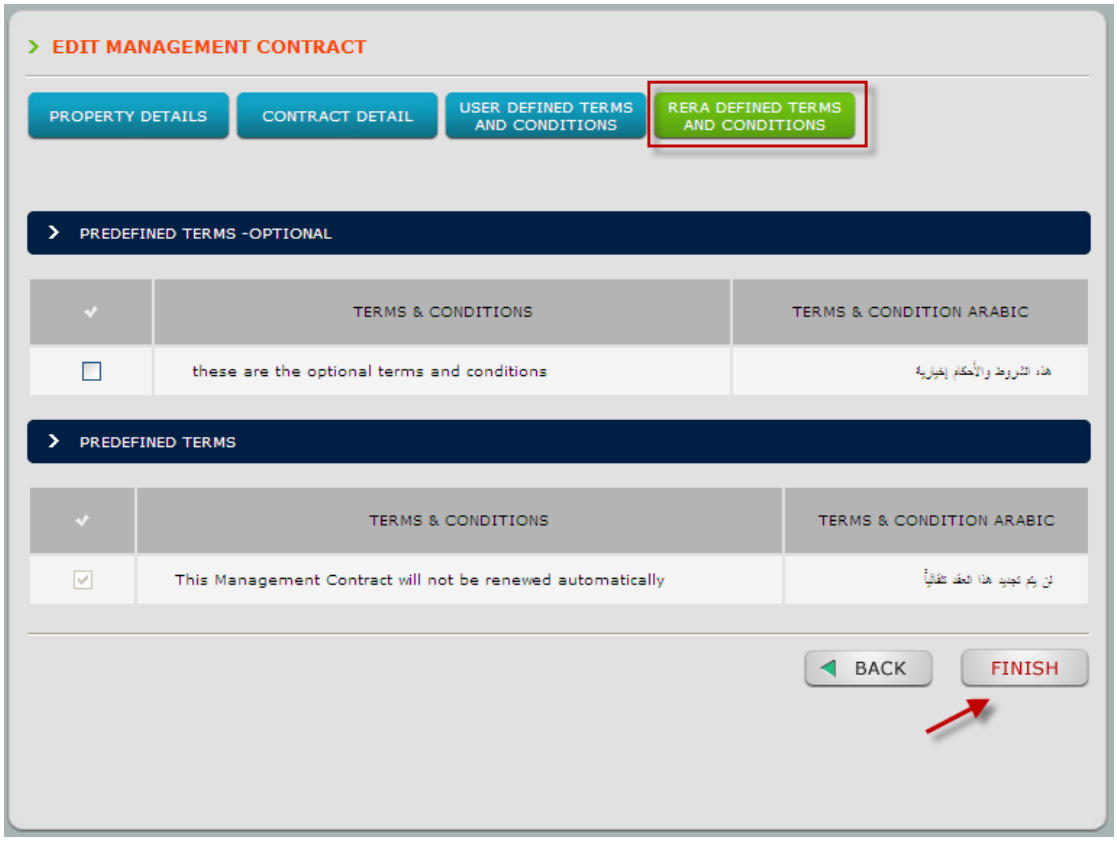
- **Contract Details:** The second step of the editing wizard allows you to edit contract details. Follow the same instructions as illustrated in the subsection **Contract Details in** section **Create Management Contract** to refill the contract details and click on **Next** to move to the next step**.**



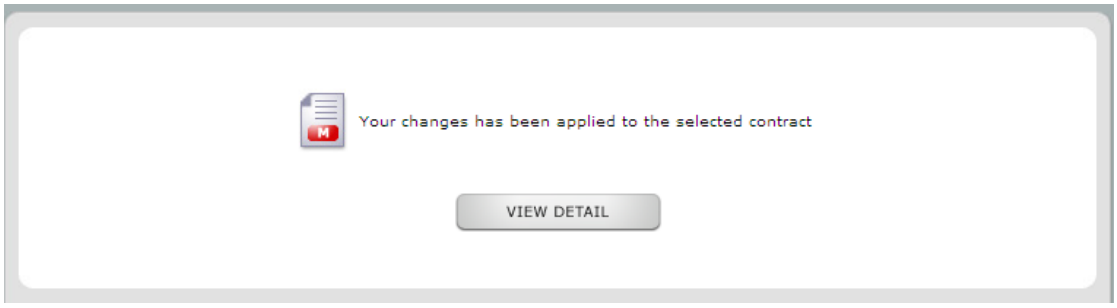
- **User Defined Terms & Conditions:** The third step of the editing wizard allows you to edit user defined terms & conditions and contract responsibilities. Follow the same instructions as illustrated in the subsection **Contract Terms & Conditions and Responsibilities** in section **Create Management Contract** to re-enter contract terms and conditions as well as contract responsibilities. Click on **Next** to move to the next step**.**



- **RERA Defined Terms & Conditions:** The forth and the last step of the editing wizard allows you to edit the optional part of RERA defined terms & conditions. Follow the same instructions as illustrated in the subsection **RERA terms and conditions**, in section **Create Management Contract** to re-enter contract terms and conditions defined by RERA. Click on **Back** to go back to the previous step.



- Click on **Finish** to save the new changes and reach the end of the editing wizard. The following message will appear:



- Click on **View Details** to display the details of the contract.

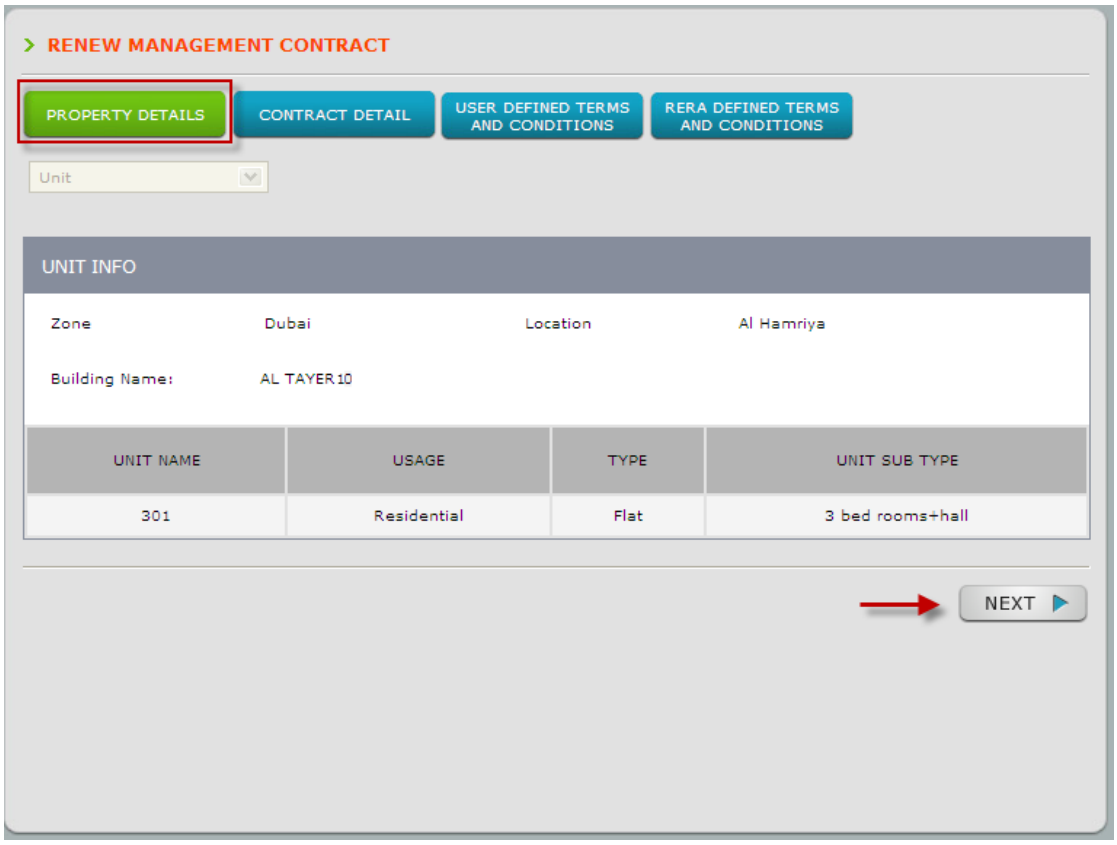
Renew Management Contract

To renew a management contract, search for your contract by following the instructions as mentioned in **Basic Search** and **Advanced Search** sections and then click on the **Renew** button.

Remember! Only active management contracts can be renewed.

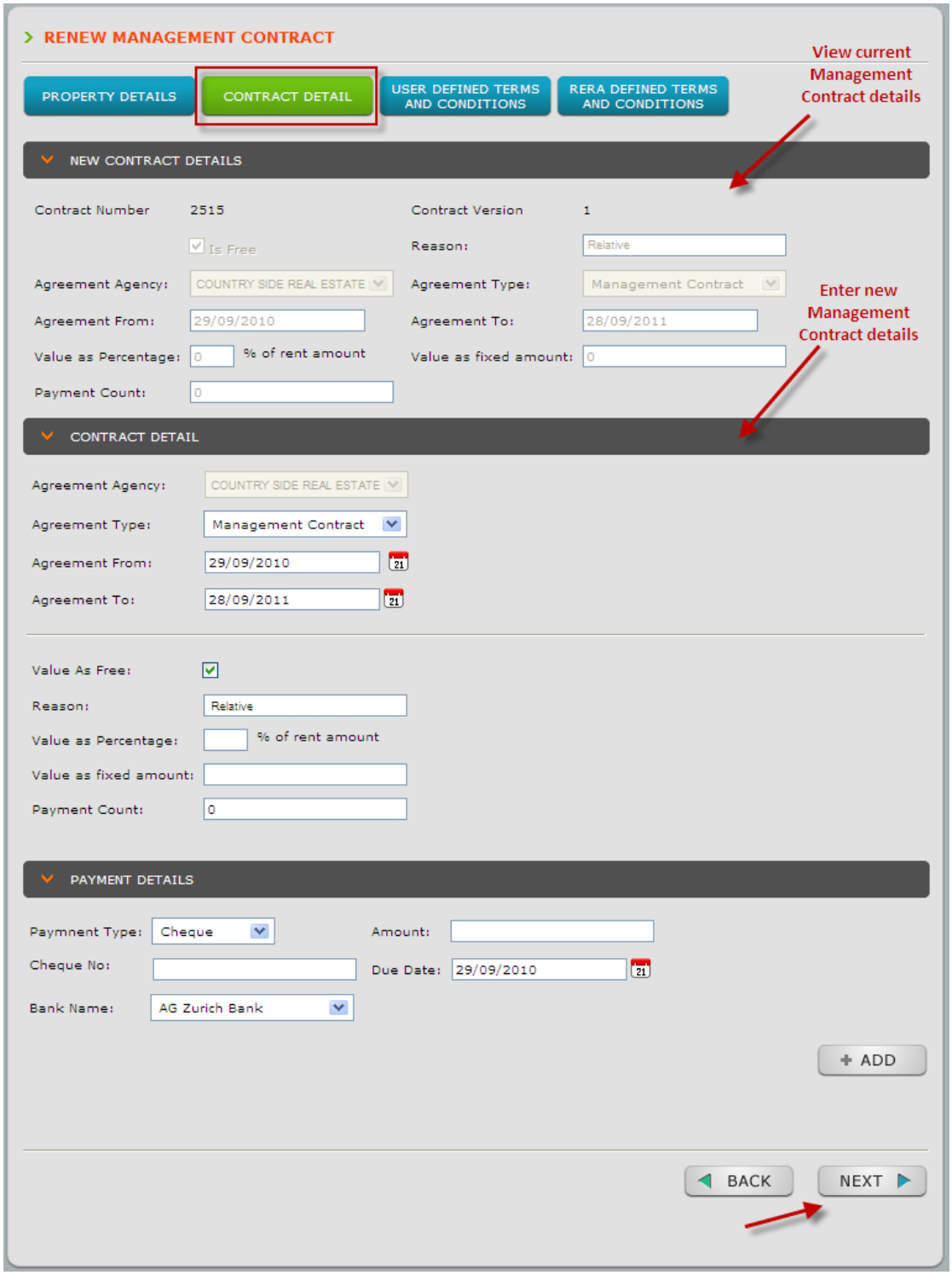
On top of the page, there are four tabs to navigate the four parts of editing management contract wizard, the **Property Details, Contract Details, User Defined Terms & Conditions, RERA Defined Terms & Conditions**. Follow the next steps to renew your management contract:

- **Property Details**: The first step of the renew wizard allows you to view property details as shown below:



Click on **Next** to move to the second step.

- **Contract Details:** The second step of the renew wizard allows you to view the current contract details and enter the new contract details. Follow the same instructions as illustrated in the subsection **Contract Details** in section **Create Management Contract** to enter the new contract details and click on **Next** to move to the next step**.**

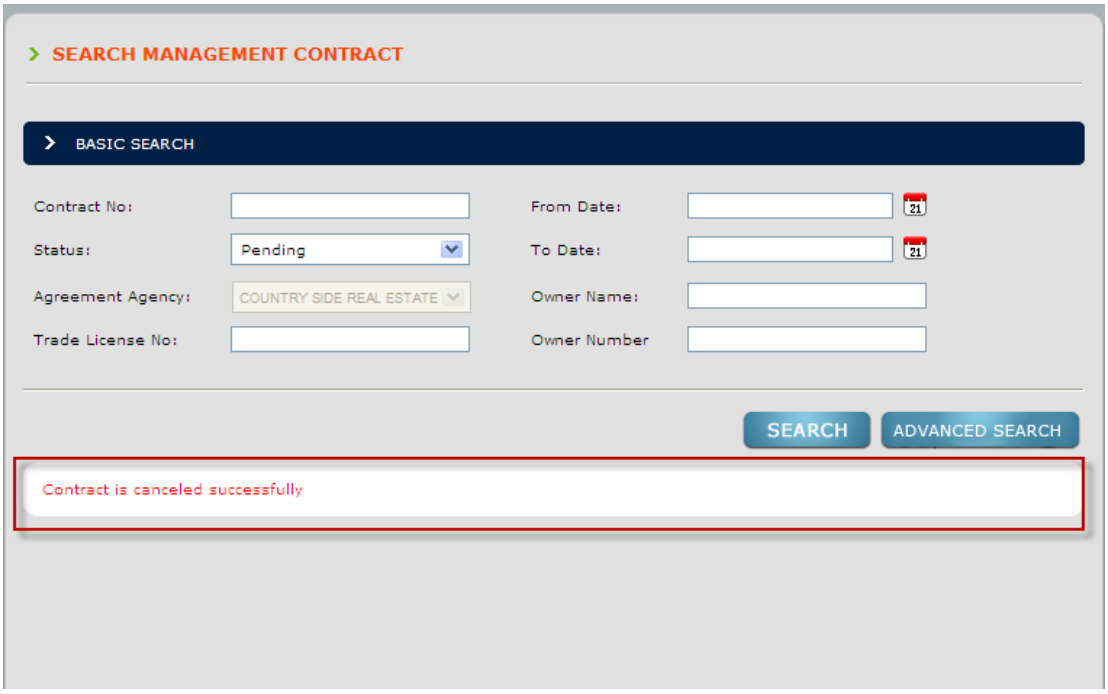


- **User Defined Terms & Conditions:** The third step of the renew wizard allows you to edit user defined terms & conditions and contract responsibilities, previously entered in the old contract. Follow the same instructions as illustrated in the subsection **Contract Terms & Conditions and Responsibilities** in section **Create Management Contract** to edit contract terms and conditions as well as contract responsibilities. Click on **Next** to move to the next step**.**
- **RERA Defined Terms & Conditions:** The forth and the last step of the renew wizard allows you to edit the optional part of RERA defined terms & conditions, previously entered in the old contract. Follow the same instructions as illustrated in the subsection **RERA terms and conditions**, in section **Create Management Contract** to edit contract terms and conditions defined by RERA. Click on **Back** to go back to the previous step.

Note: The renewed contract will have the same contract number but with a different version and its status will be **Pending**, waiting for RERA approval.

Cancel Management Contract

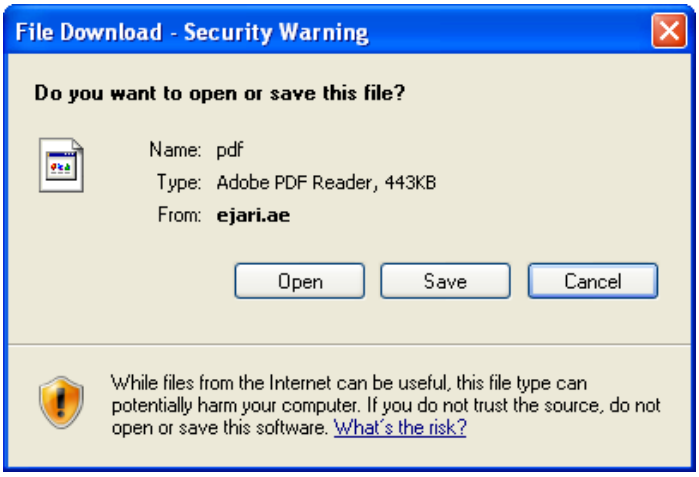
To cancel a management contract, search for your contract by following the instructions as mentioned in **Basic Search** and **Advanced Search** sections. Click on the **Cancel** button and the following confirmation message will appear:



Remember! Only pending management contracts can be canceled.

Print Management Contract

To print a management contract, search for your contract by following the instructions as mentioned in **Basic Search** and **Advanced Search** sections. Click on **Print** button and the following dialogue will appear:



1. Click on **Open** to open a pdf copy of the contract
2. Click on **Save** and select a location to save a copy of the contract on your local drive
3. Click on **Cancel** to close the dialog

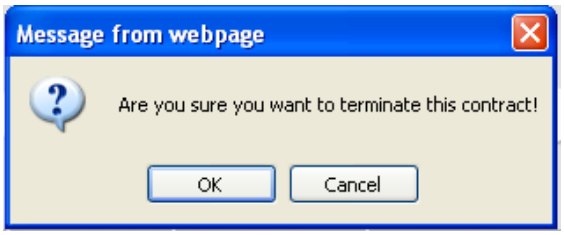
Remember! Only pending, active and approved contracts can be printed.

Terminate Management Contract

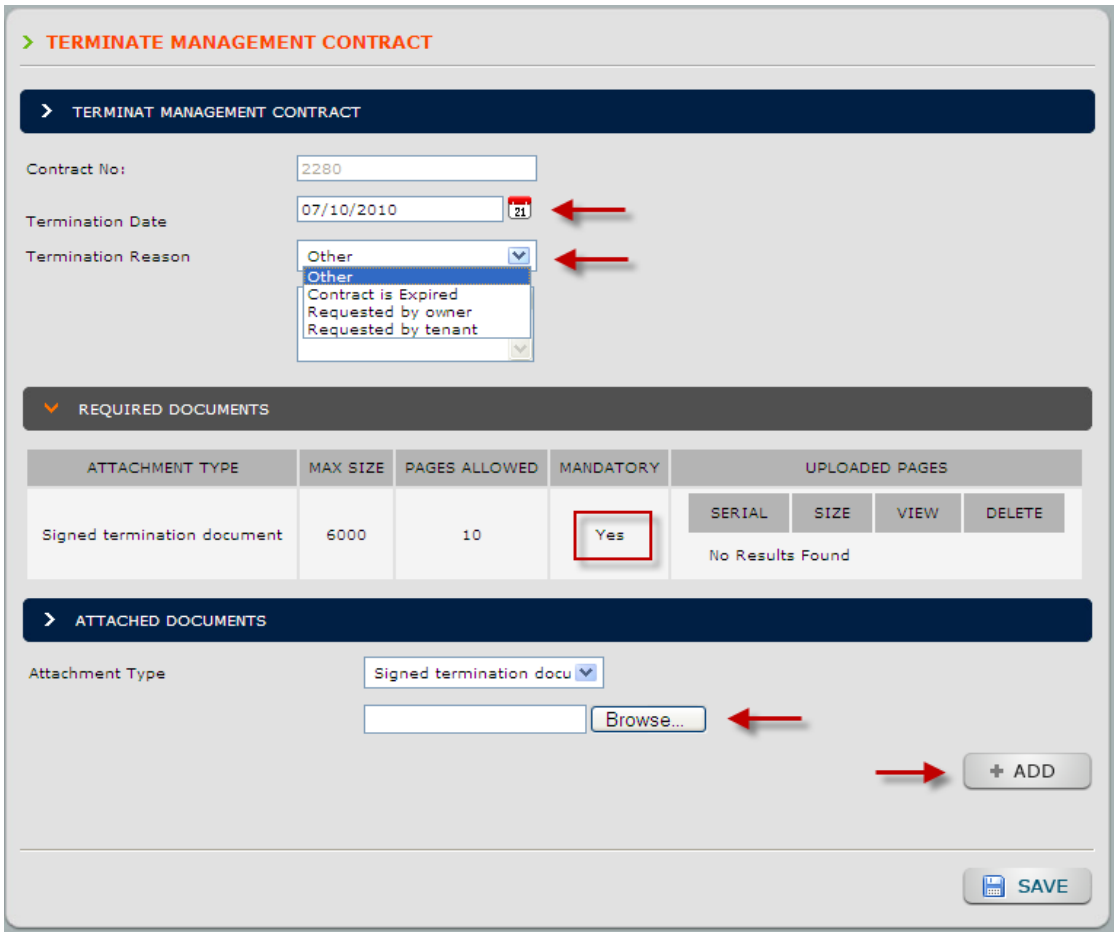
To terminate a management contract, search for your contract by following the instructions as mentioned in **Basic Search** and **Advanced Search** sections. Follow the next instruction to terminate an active contract:

Remember! Only active management contracts can be terminated.

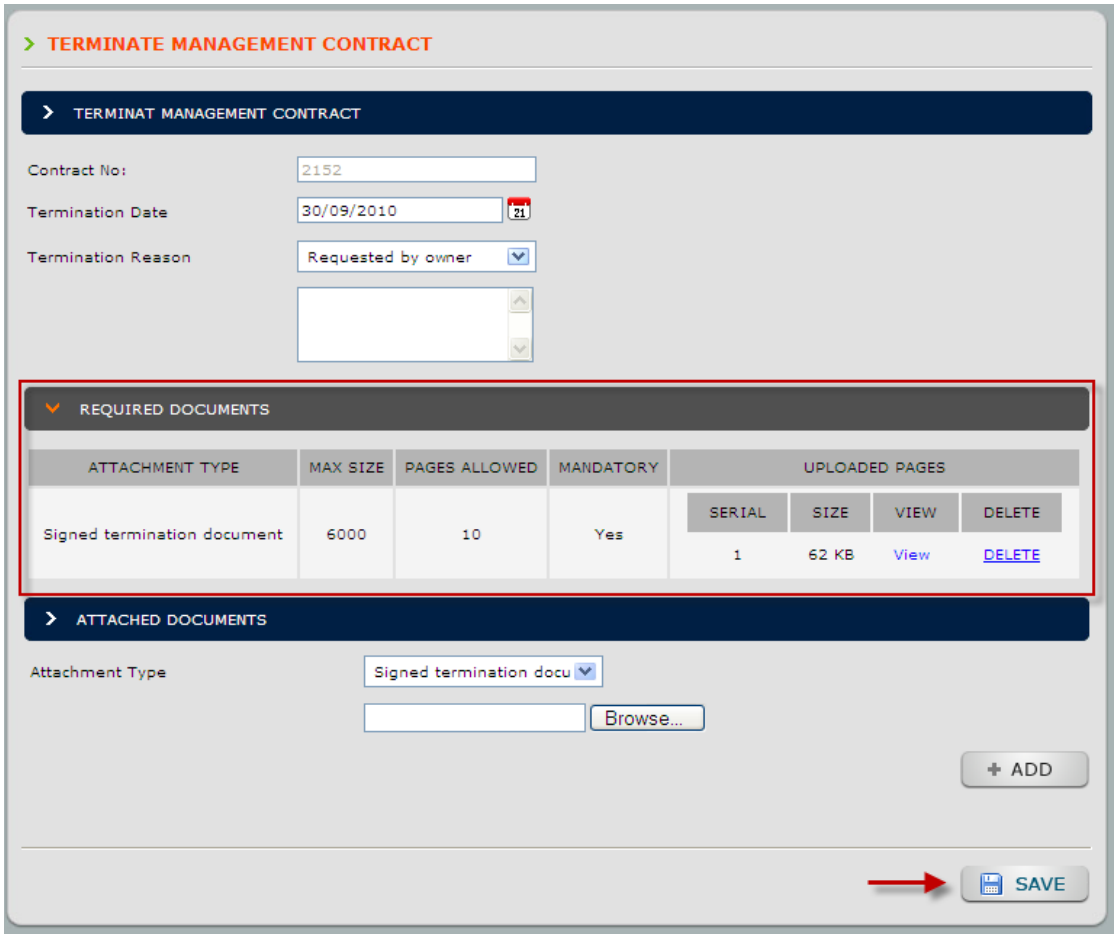
1. Click on **Terminate** button and the following confirmation message will appear:



2. Click on **Ok** to confirm your request and the following screen will open:

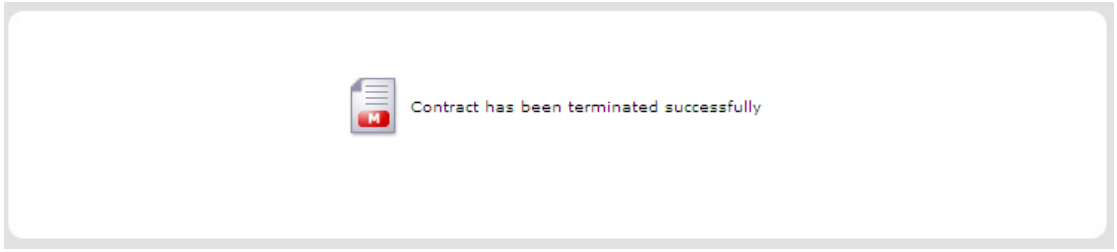


3. Enter the **Termination Date**
4. Select one of the following **Termination Reason**s:
    a. Other: enter any other termination reason in the description text box
    b. Contract is Expired
    c. Requested by Owner
    d. Requested by Tenant
5. Click on **Browse** button and attach the **Signed Termination Document** from your local drive
6. Click on the **Add** button to upload the selected document



a. Click on **View** to view the uploaded document
b. Click on **Delete** to delete the uploaded document
c. Repeat steps 4 & 5 to upload another page of the same document

7. Click on the **Save** button and the following screen will appear:



Note: Once you complete the termination request process, your management contract status will turn to **Termination Requested**. Termination requests are subject to RERA approval. Once approved, the status of the management contract will be T**erminated**.

Tenancy Contract 6

This chapter provides you with step-by-step instructions on how to search for a property and create a new tenancy contract. To make it easy for you, Ejari will take you into a simple wizard to search for a property, choose tenant(s) and co-occupants and specify contract details and terms & conditions defined by you or enforced by RERA. You will also learn how to edit, renew, cancel, terminate, activate and print a tenancy contract.

Before You to Start

Make sure that you are aware of the following points before you start creating your tenancy contract:

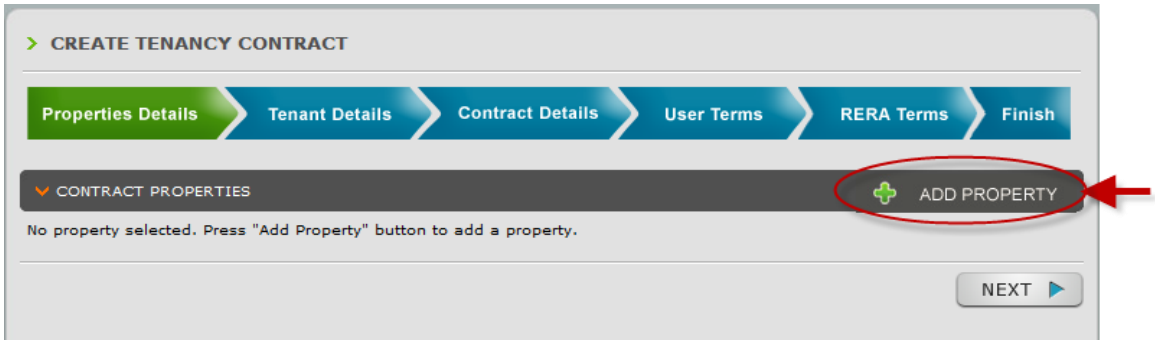
- Tenancy Contracts can be created for **Approved** properties only
- All authorized users can create one contract for one land at a time (given that there are no properties reside on this land)
- Authorized users can create one contract for one building at a time (given that the owner of the building and all units under that building is the same)
- All authorized users can create one contract for one Villas at a time
- All authorized users can create one contract for multiple units at a time (given that all units are under the same building and owned by the same owner)
- All authorized users can create one contract for multiple units only if the building and all its units are A**pproved**
- **Management Companies** should have approved management contract for the related properties first
- **Owners** should fully or partially (shared ownership) own the related properties
- **Owner Representatives** should have approved or active representation contract for the related properties first

Search and Add Property

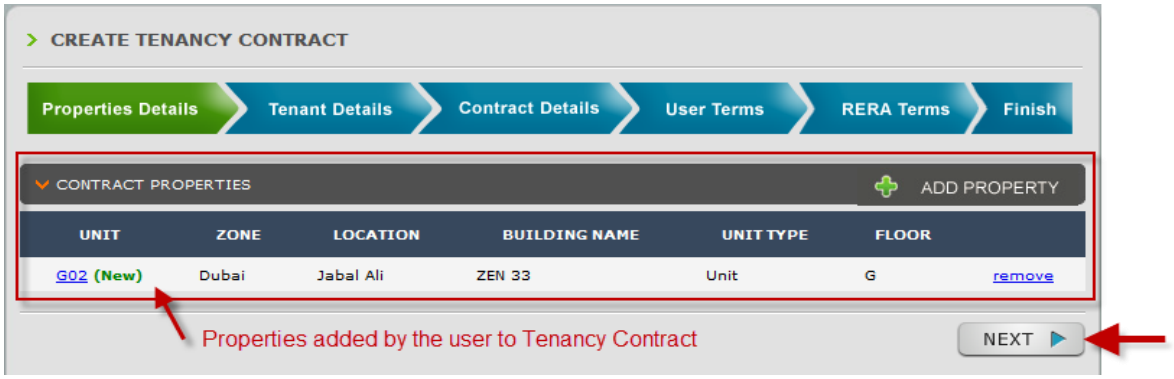
To search for a property, choose one of the following options:

- **Option 1:** Click on **Search Property** from the main menu and then click on the sub menu according to the type of the property you are searching for: **Land**, **Building**, **Unit** or **Villa**. Select one or more of the resulted properties and click on **New Tenancy Contract** button to start with Create Management Contract Wizard (refer to **Chapter 4** for more details)

- **Option 2:** Click on **Tenancy Contract** in the main menu and then click on **Create Contract.** Click on **Add Property** and follow the same instructions mentioned in **Chapter 4** to perform a property search, select one or more of the resulted properties and click on **Add** and then click on **Next**.



Click on **Add Property** to start search for property



- Repeat the same to add more property to your contract
- Click on **remove** to remove the property you added before to your contract and add a new one.

Create Tenancy Contract

Once you have your property ready for creating a Tenancy Contract, follow the next instructions for each step of the creating Tenancy Contract wizard:

Select an existing tenant or Add a new tenant:

To search for an existing tenant, click on **Add Existing Tenant** button.

1. A new window will open, enter one or more of the following search criteria:
   a. **Search By**: select **Person** to search for a tenant (a person):
      i. Enter the Tenant Number
      ii. Enter the Nationality and the Emirates ID of the tenant
      iii. Enter the Nationality and the Passport No of the tenant

Note: One of the above search criteria combination is required to find a tenant, other search criteria is optional.

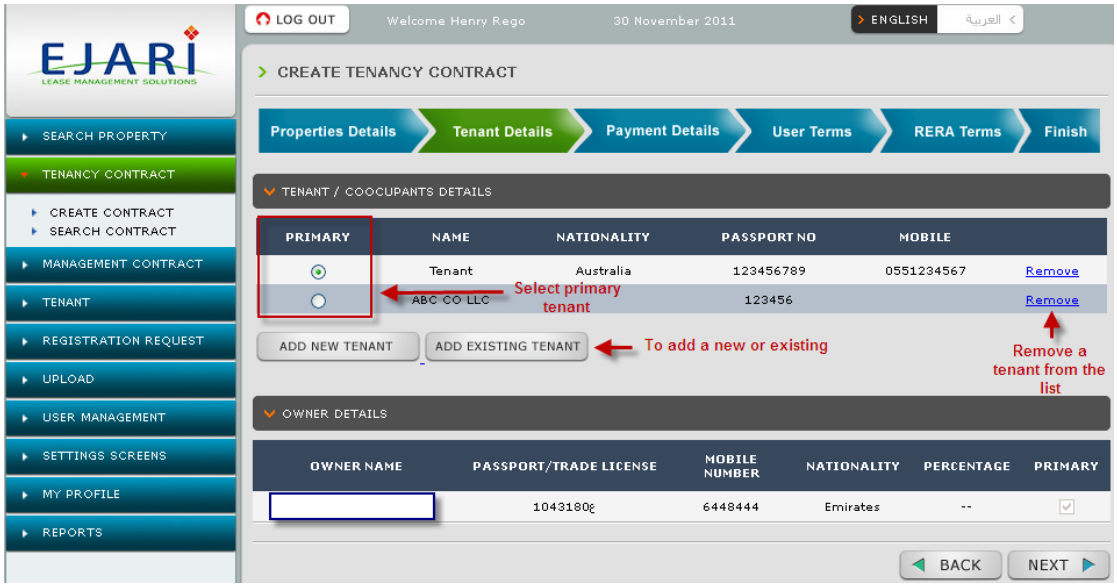
   a. **Search By**: select **Company** to search for a company:
      i. Enter the Tenant Number
      ii. Enter the Trade License No
      iii. Enter the Company Name



Note: The Tenant Number and Trade License No. are required, the Company Name is optional.

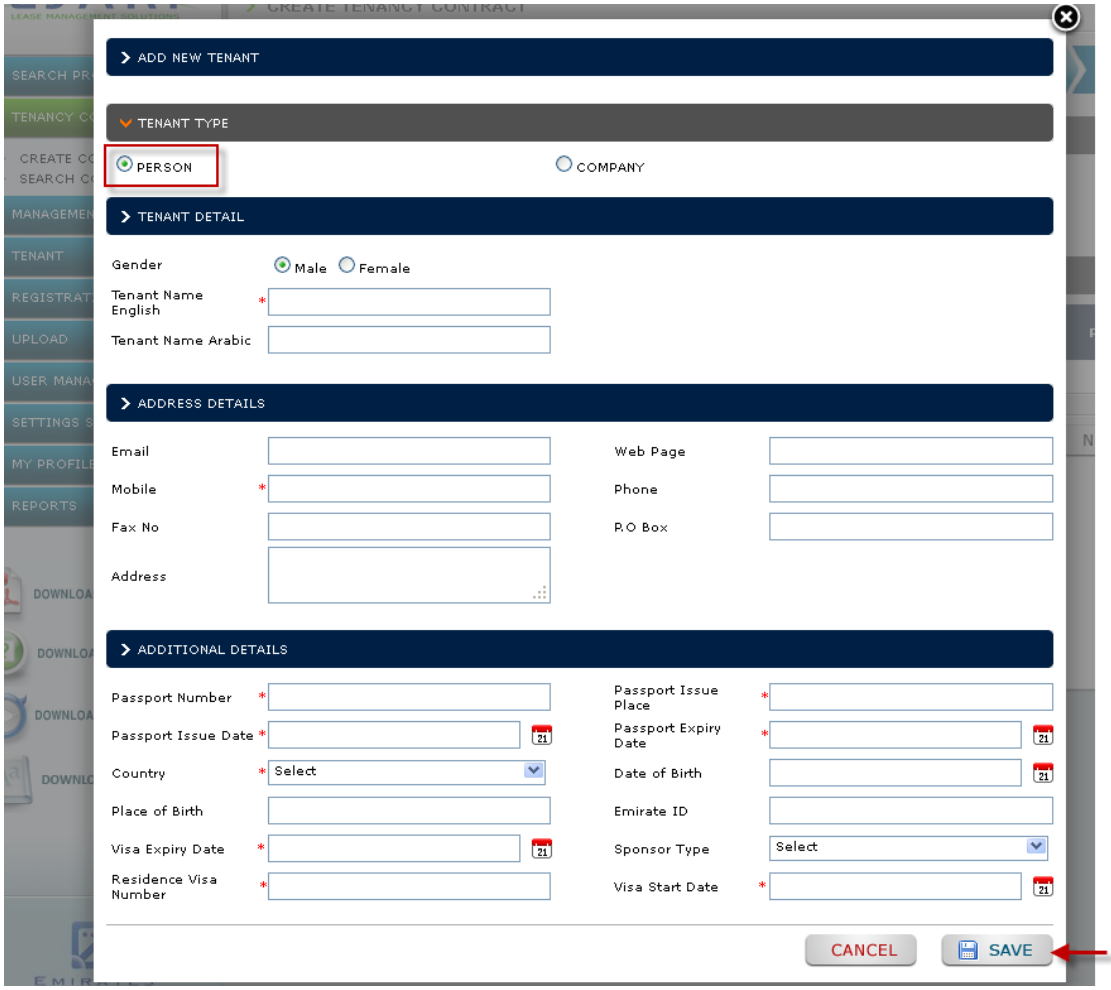
2. Click on **Search**

3. Select a tenant and click on **Add** button. The selected tenant will appear under the **Tenant Details.** Click on **Remove** to remove the tenant
4. Repeat steps 1 to 3 to search and add more tenant(s)
5. Select the primary tenant by clicking on the small round button in the tenant's table.
6. Click on **Next**.

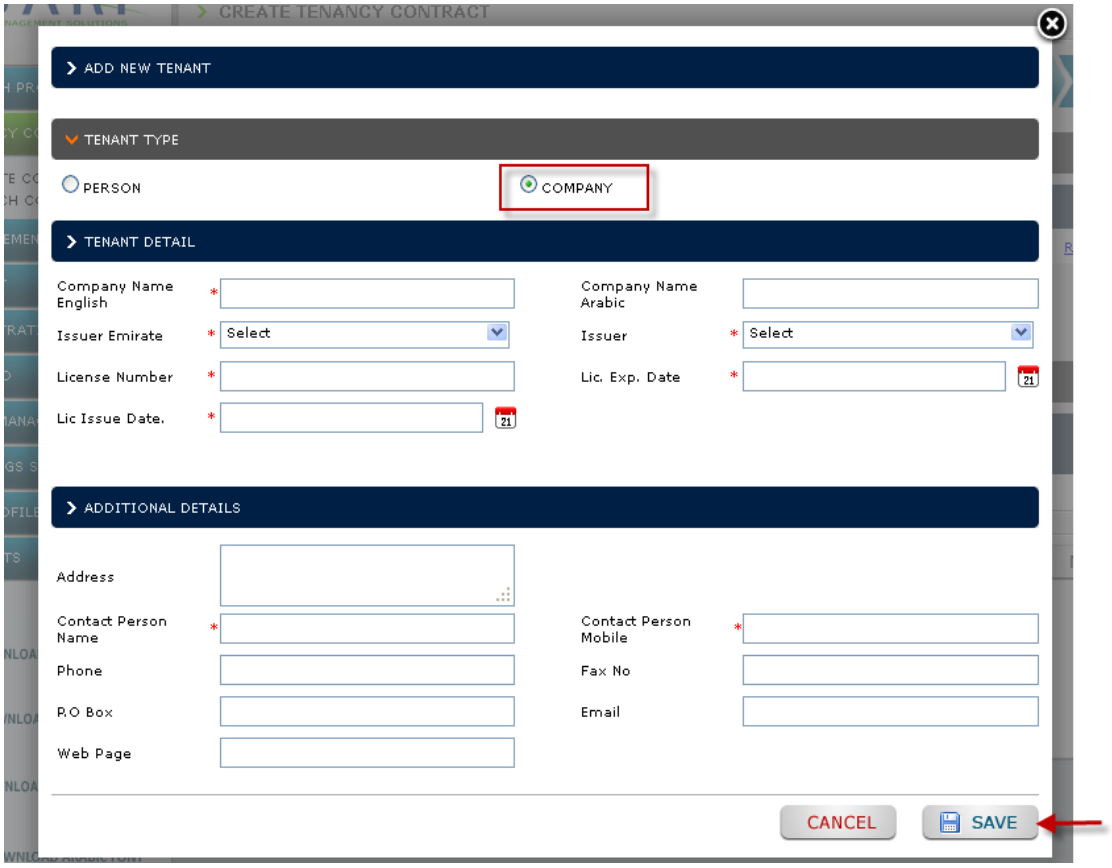


To add a tenant, click on **Add New Tenant** button.

1. A new window will open, enter the new tenant details:
   a. To add a tenant of type (Person), select **Person** as tenant type, fill all the required fields and click **Save** as shown below:



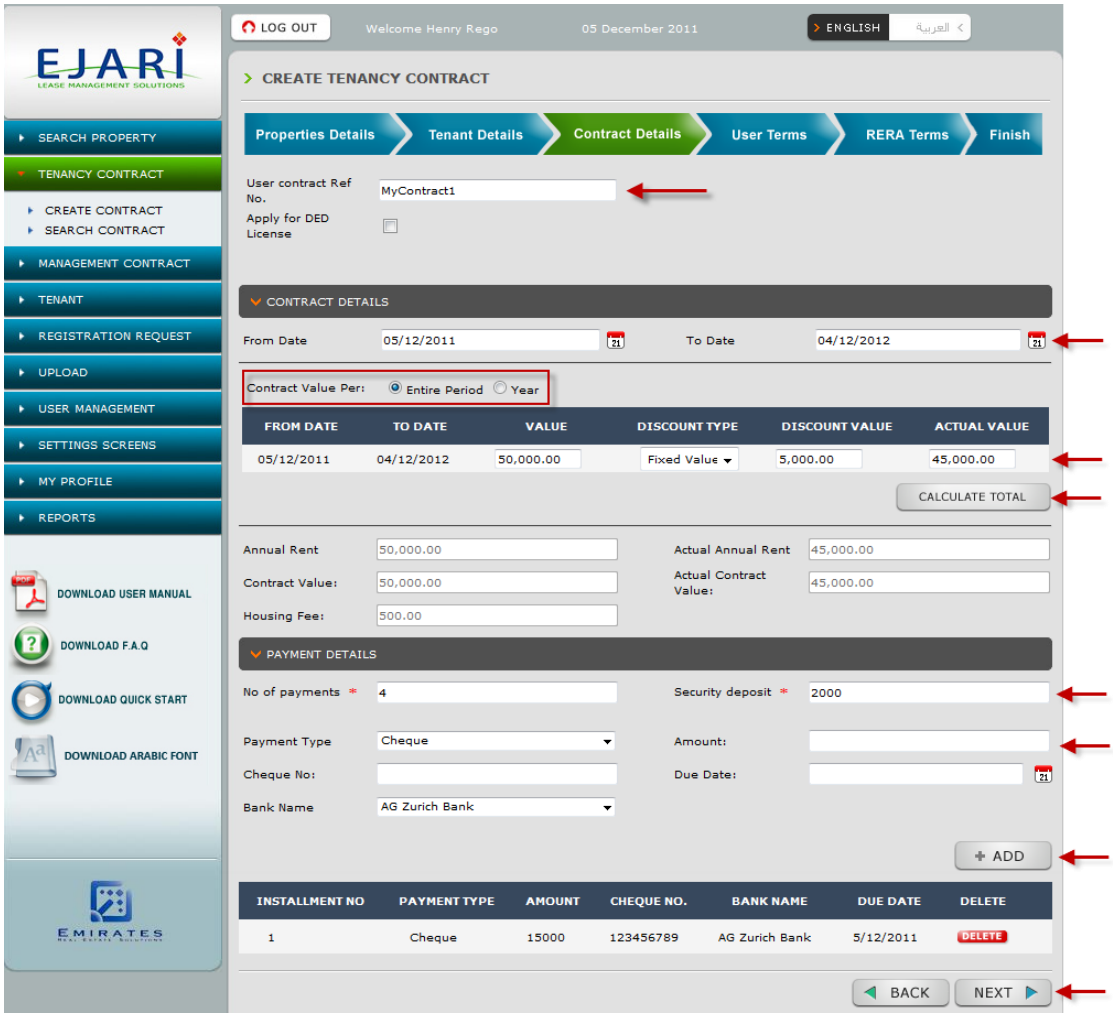
b. To add a tenant (company), select **Company** as a tenant type, fill all the required fields and click on **Save** as shown below:



2. Repeat steps ‘a’ or ‘b’ to add new tenant(s)
3. Select the primary tenant by clicking on the small round button in the tenant’s table.
4. Click on **Next**.

Specify Contract Details:

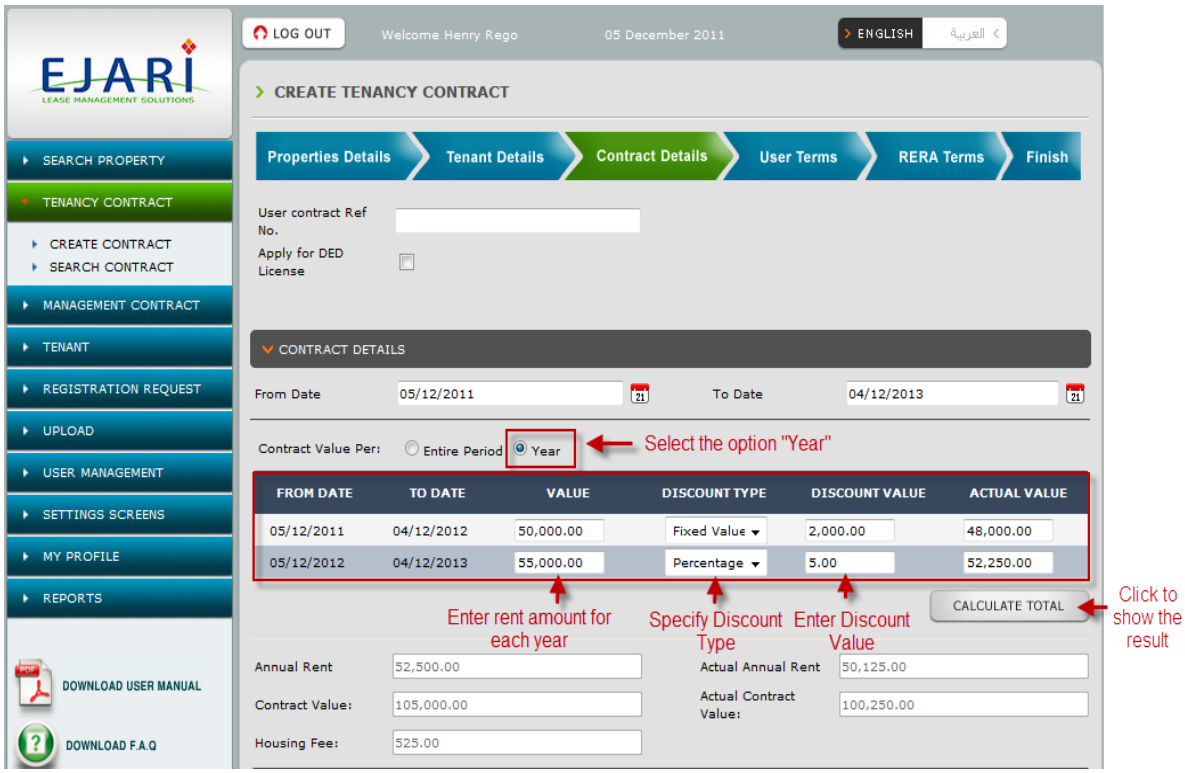
1. Enter **User Contract Reference No**. This field is optional and it's free textbox in which you can name the contract or specify your own reference number.
2. If the contract will be used at Dubai Economic Department to issue a trade license, select the check box **Apply for DED License** and type **DED Initial Approval No**.
3. Specify the contract **start** and **end date**.
4. Specify whether you want to calculate the Contract Value as for the **Entire Period** or Per **Year**. Entire Period option allows you to enter the contract value for the entire period, while Year option allows you to break down the value and enter it for each year separately.



5. Enter the rent amount in the field **Value** and specify the **Discount Type** (optional) Fixed Value or Percentage.
6. In the field **Discount Value**, enter the discount amount or discount percentage. No need to fill this field if your selection in the previous field Discount Type is **None**.

7. Click on **Calculate Total**. Ejari calculates and enters the value of the following fields: **Annual Rent**, **Contract Value**, **Housing Fee**, **Actual Annual Rent** and **Actual Contract Value**.
8. Enter Payment Details such as **No of payments** and **Security deposit**.
9. Enter the **Payment Type**, **Amount**, **Cheque No**, **Due Date** and Select **Bank Name**.
10. Click on **Add** to add this payment to the payment list as shown in the image above. Repeat step 9 to add more payments.
11. Click on **Next.**

Note: If you select Contract Value per: Year, you will be able to enter the rent amount for each year separately as shown in the image below.

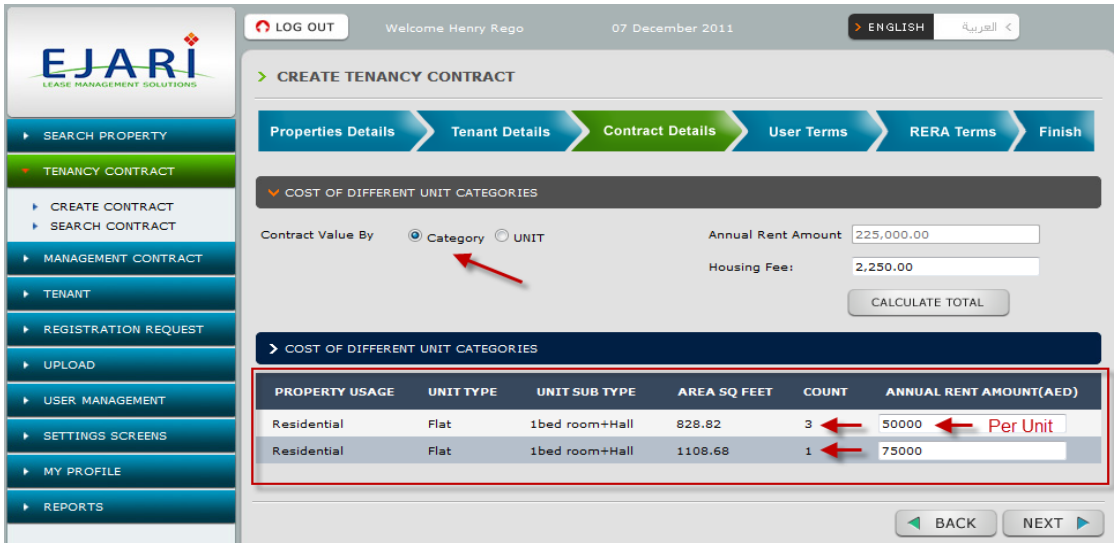


If your contract period is for longer than one year, you can select the option **Contract Value Per**: **Year**, Ejari shows you a table in which each year in your contract has its own row, so you can enter the rent amount for each year separately.

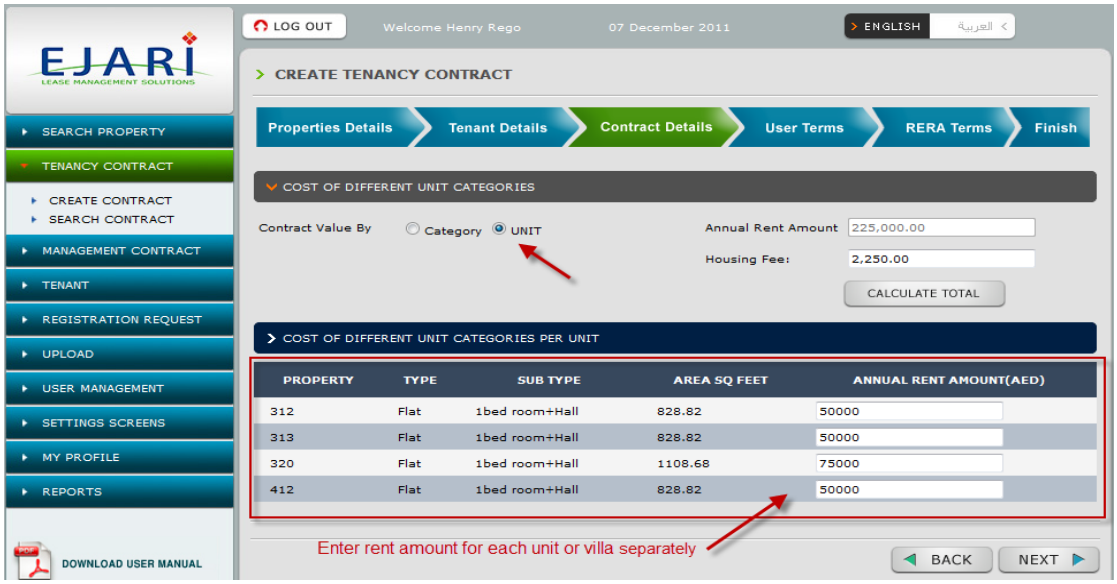
Ejari provides you with ability to specify two different types of discount, to add a discount to your tenancy contract, select one of the available options under **Discount Type**: **Fixed Value** or **Percentage**. Enter the discount value in the textbox under **Discount Value** or **discount percentage**.

Note: The number of payments should match the number of the payments records and the total contract amount should be equal to the total amount of the payments.

12. If you are creating a tenancy contract for more than one unit, select whether you want to set the rent amount per unit or per category (skip this step if you are creating a tenancy contract for a single unit or villa)



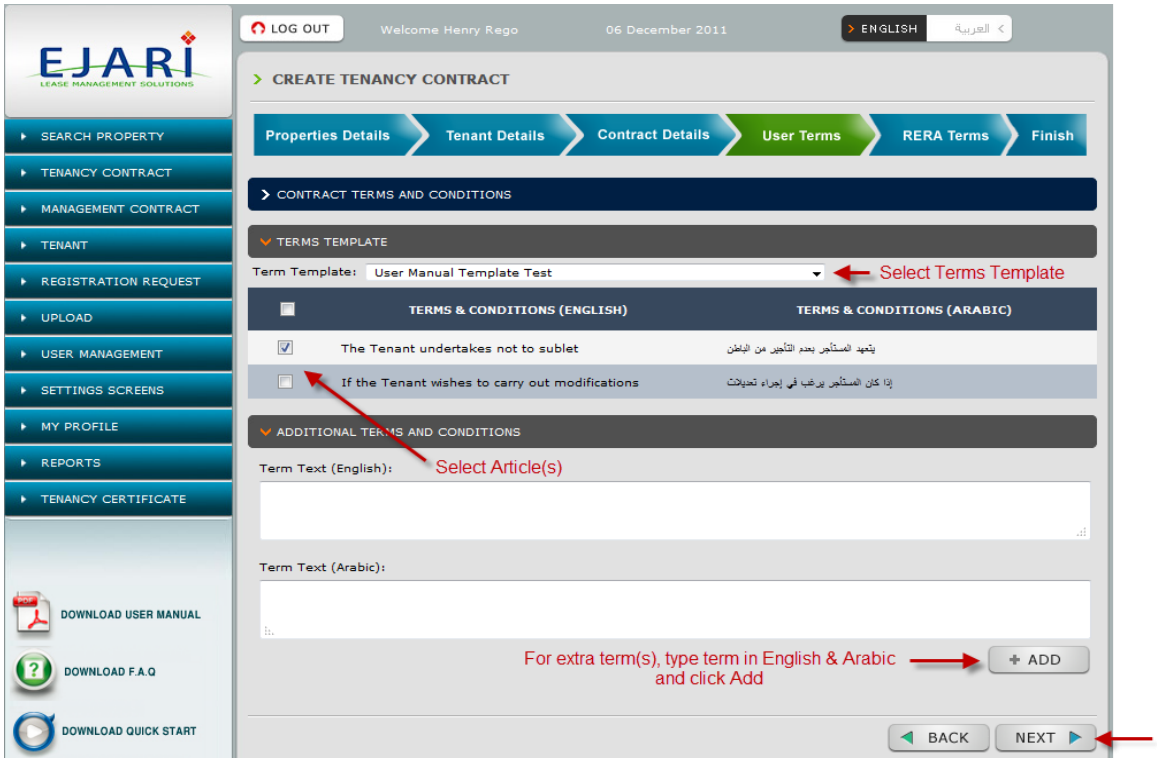
a. Per Category: groups units that have the same specifications, such as the same Usage, Type and Sub Type, so you can enter the rent amount for these units for one time if they all have the same rent amount, as shown in the image above.
b. Per Unit: allows you to enter the rent amount for each unit or villa separately, as shown in the image below.



13. Click on **Next**

Enter Contract Terms and Conditions (optional):

1. Enter custom terms and conditions in English and Arabic and click on **Add.**
2. To delete one of terms and conditions click on **Delete.**
3. If you have previously defined terms templates, select one or all of the templates from the Terms Templates list to add them to the contract.
4. Click on **Next.**

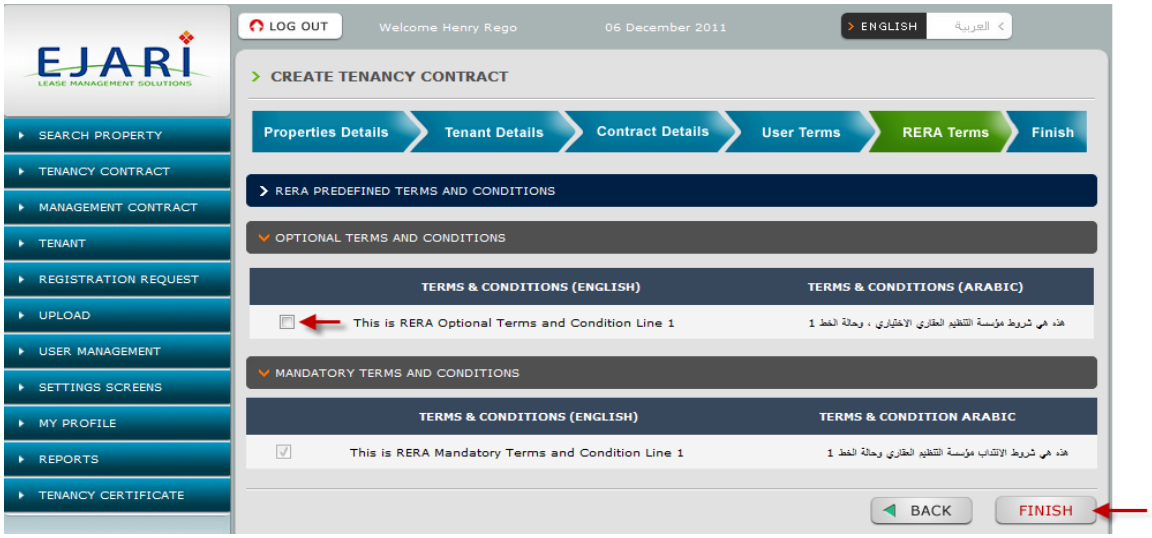


Note: You can select a template from the Term Template dropdown list and Ejari will list all the articles belong to this template. Users can select article(s) they want to include in the contract by clicking on the related checkbox.

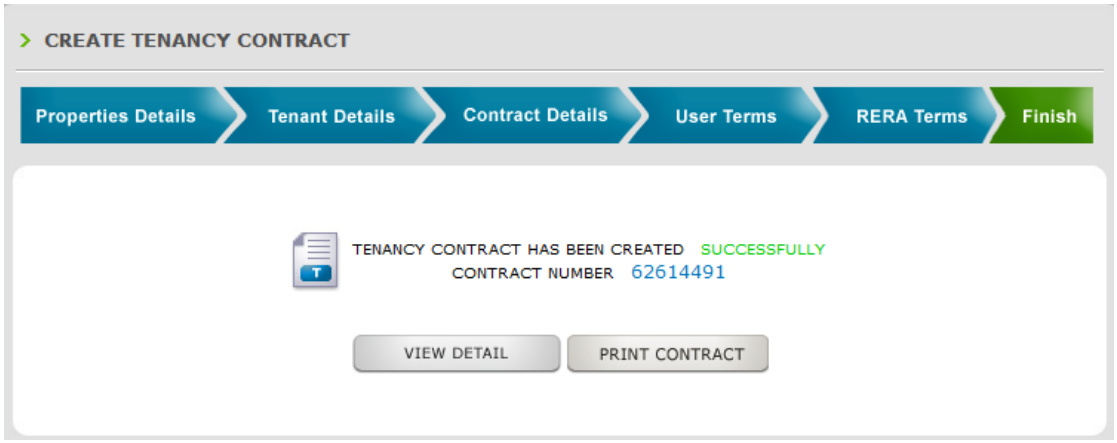
Specify RERA terms and conditions (optional):

1. Select from RERA "optional" predefined list of terms and conditions.
2. Clicks on **Finish.**

Note: The RERA mandatory predefined list of terms and conditions will be selected and added to your contract.



Once your tenancy contract is created successfully, you will see the following confirmation message:



Click on **View Details** to view the contract details**.**

Click on **Print Contract** to print the contract.

Contract fee will be calculated and deducted from the Main account and moved to Hold account waiting for contract activation

This **contract** can be viewed by the authorized management companies' employees, owners, owners' representatives, and DLD authorized users.

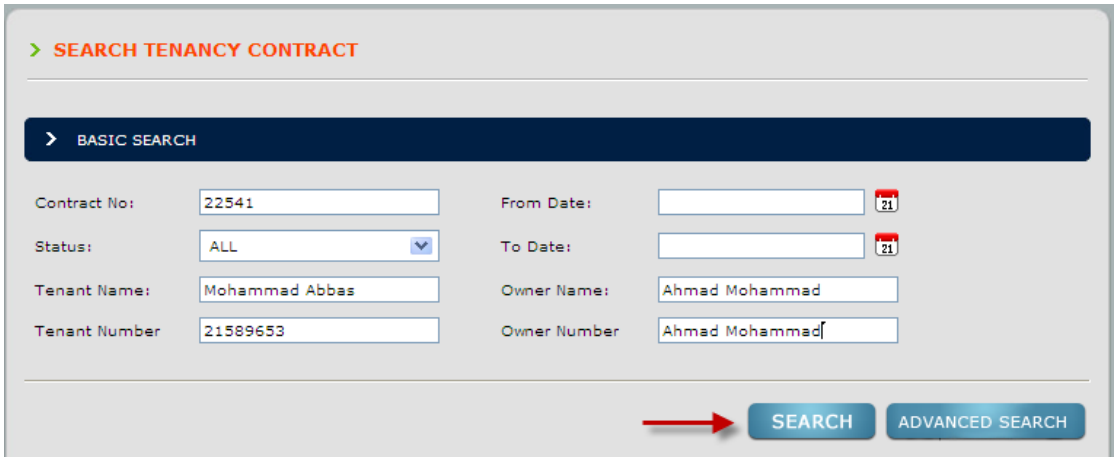
Search for Tenancy Contract

In order for you to edit, renew, activate, print, cancel or terminate your management contract, you have to find your contract first. Each one of these actions depends on the status of the tenancy contract. Click on **Tenancy Contract>Search Contract** from the main menu and perform one of the following search options:

Basic Search

To perform a basic quick search to find your contract, follow the next instructions:

1. Enter the **Contract No.**
2. Select the contract **Status** (for status description, refer to **Search for Tenancy Contract>Search Results** section)
3. Select the **Tenant Name**
4. Enter the **Tenant Number**
5. Enter **From Date** to retrieve all the tenancy contracts that start on or after the specified date
6. Enter **To Date** to retrieve all the tenancy contracts that end on or before the specified date
7. Enter the **Owner Name** (if you are an owner, this field will already be filled with your name)
8. Enter the **Owner Number** (if you are an owner, this field will already be filled with your owner number)
9. Click on **Search**

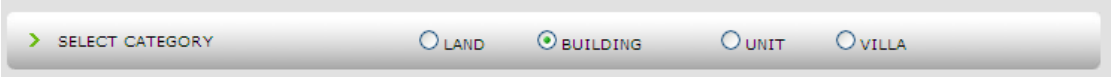


Advanced Search

To perform an advanced search, click on **Advanced Search** and follow the next instructions:

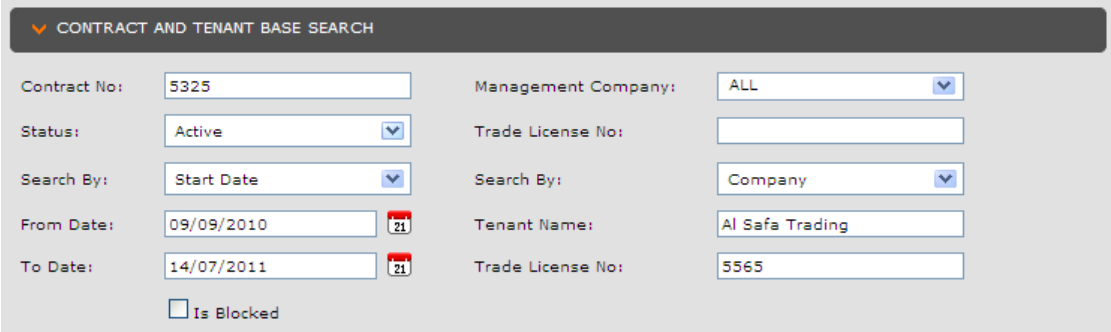
Property Category

- Select one of the property categories, for example: Building



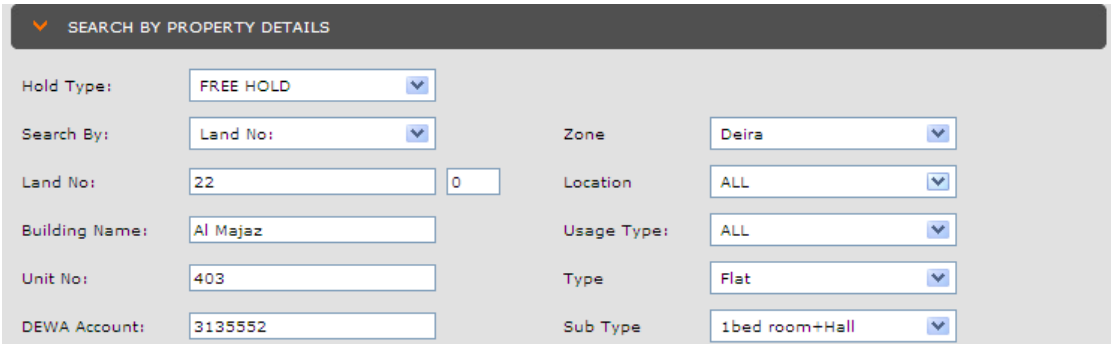
Search by Tenancy Contract Details

1. Enter the **Contract No**
2. Select the contract **Status** (for status description, refer to **Search for Tenancy Contract>Search Results** section)
3. Select the contract search method **(Search By)**
    c. **Start Date:** This method retrieves all tenancy contracts that start within the specified period (**From Date** and **To Date**)
    d. **Expiry Date:** This method retrieves all the tenancy contracts that expire within the specified period (**From Date** and **To Date**)
4. Select the **Management Company** (for owners and owners representatives only)
5. Enter the management company **Trade License No** (for owners and owners representatives only)
6. Select the contract search method **(Search By)**
    e. Person: Enter the **Tenant Name** and **Passport No.**
    f. Company: Enter the company **Tenant Name** and **Trade License No.**
7. Check **Is Blocked** if you are searching for a blocked contract



Search by Property Details

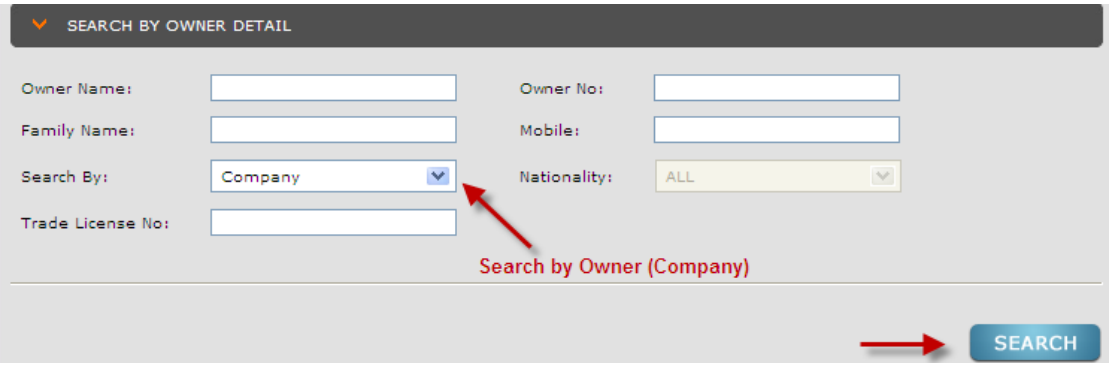
1. Select the **Hold Type**:
    c. Freehold
    d. Non freehold
2. Select the contract search method (**Search By**)
    a. Land No
    b. Municipality No
3. Enter the **Land/Municipality No** depending on the search method selected in the previous step
4. Select the **Zone**
5. Select the **Location** based on the selected zone
6. Enter the **Building Name**
7. Select the **Usage Type**
8. Enter the **Unit No**
9. Select the property **Type** and **Sub Type**
10. Enter **DEWA Account**



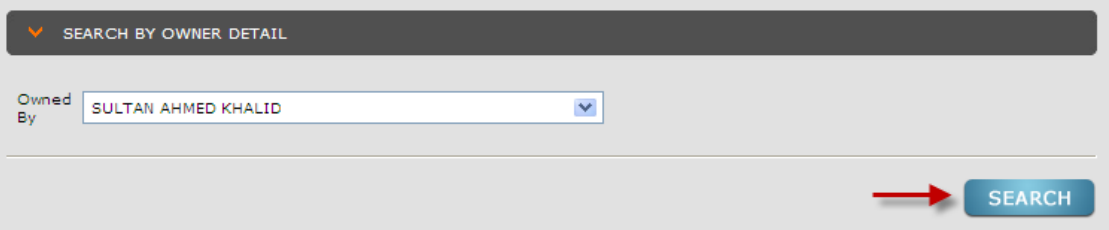
Search by Owner Detail (For Management Companies and Owner Representatives Only)

If you are a management company, follow the next step to perform the search using owner details:

1. Enter the **Owner Name** and **Family Name**
2. Enter the **Owner No**
3. Enter the owner **Mobile** number
4. Select the search method according to the type of the owner (**Search By**):
    a. Company: Enter the **Trade license No** of the owner company
    b. Person: Select the **Nationality** and the **Passport No** of the owner
5. Click on **Search**



If you are an owner representative, select one of the owners you represent from the drop down menu and click on **Search** to retrieve all contracts related to the properties owned by the selected owner:



Search Results

In the following is a brief description for the status of each resulted contract along with applicable actions that can be taken on each:

- ***Pending ():*** All created contracts will be in pending status initially

Select one of the resulted pending contracts and perform one of the following actions:

  - Click on **Edit** to edit the management contract information
  - Click on **Cancel** to cancel the contract. The contract status will be Cancelled ()
  - Click on **Print** to print a copy of the contract

- ***Active():*** Contract is activated

Select one of the resulted active contracts and perform one of the following actions:

  - Click on **Terminate** to terminate the contract
  - Click on **Renew** to renew the contract
  - Click on **Print** to print a copy of the contract

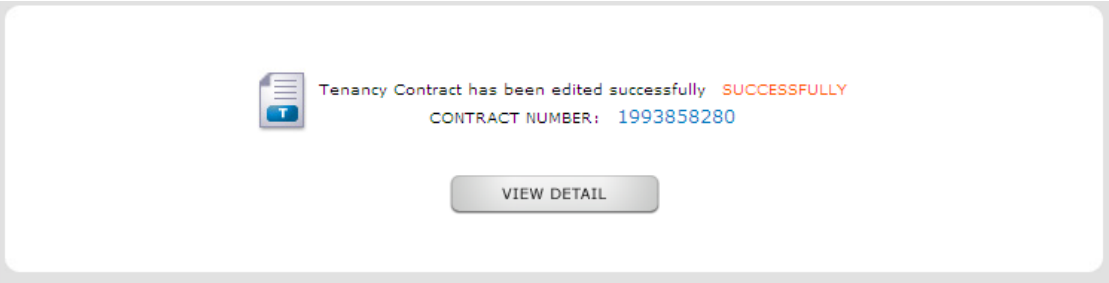
- ***Renewed():*** Contract is renewed
- ***Terminated():*** Contract is terminated
- ***Canceled():*** Contract is cancelled

Edit Tenancy Contract

The steps of editing a tenancy contract are very similar to the steps of creating a tenancy contract. The only difference is that you need to search first for your contract by following the instructions as mentioned in **Basic Search** and **Advanced Search** sections. Once your contract is retrieved, click on **Edit** button and follow the same instructions as illustrated in **Create Tenancy Contract** section to edit your tenancy contract.

Remember! Only pending tenancy contracts can be edited.

When you reach the end of the editing wizard, click on **Finish** to save the changes you have made on the tenancy contract and the following message will appear:



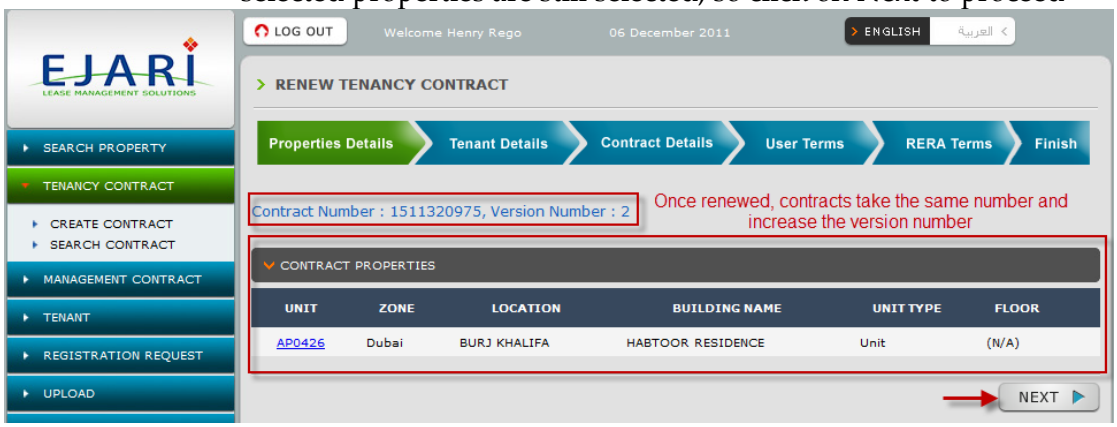
Click on **View Details** to display the details of the contract.

Renew Tenancy Contract

To renew a tenancy contract, search for your contract by following the instructions as mentioned in **Basic Search** and **Advanced Search** sections and then click on the **Renew** button.

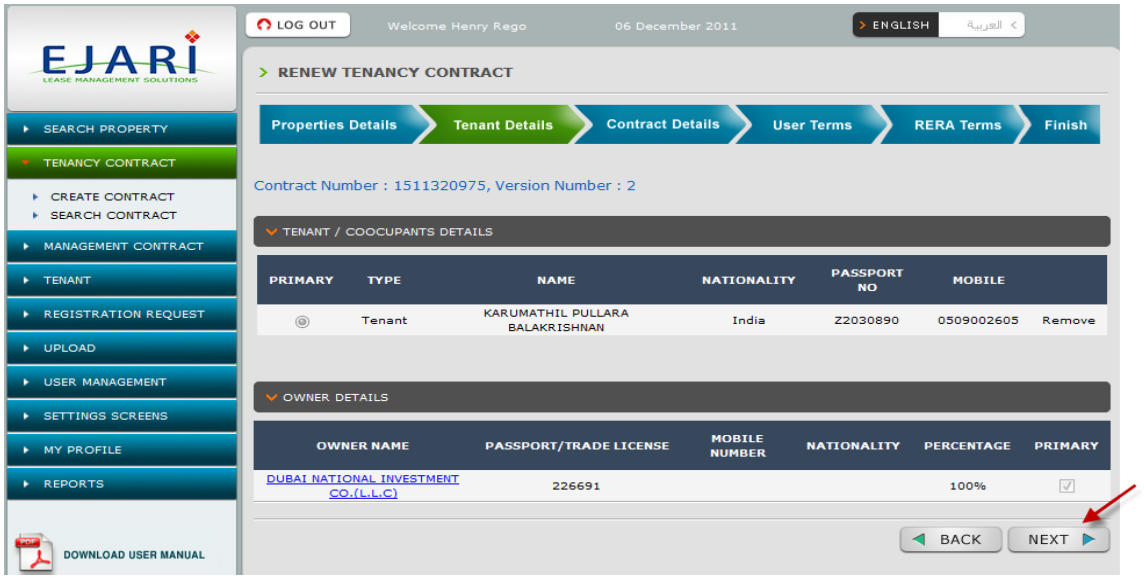
Remember! Only active tenancy contracts can be renewed.

2. The first step of the wizard is already done for you. Previously selected properties are still selected, so click on **Next** to proceed



- To view the unit details, click on the unit name

3. Previously selected tenant is also selected, so click on **Next** to proceed to the third step

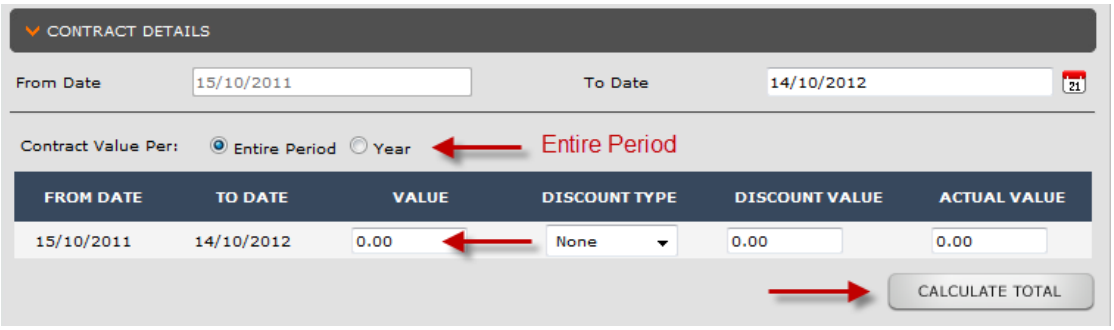


4. Select contract end date **(To Date).** The start date of the contract will be one day after the end date of the old contract)

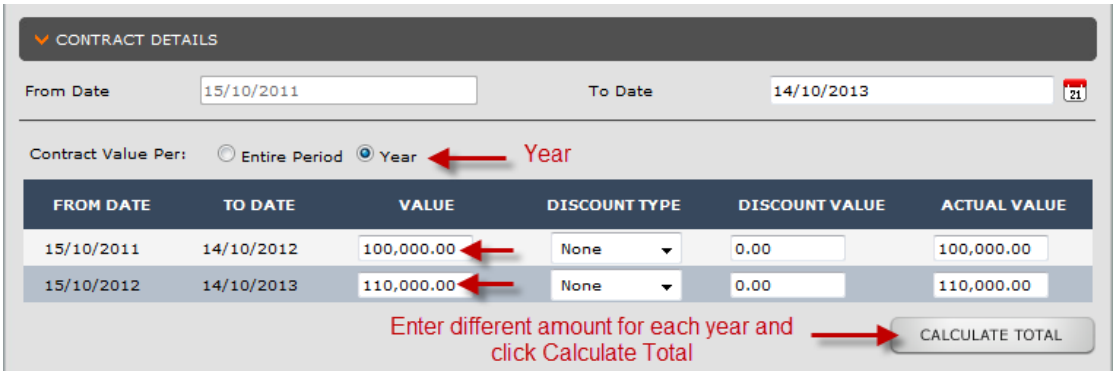
Note: If you are a management company, and your management contract is of type **"Lease and sublease"**, make sure that the tenancy contract period fall within the management contract period

5. You can calculate the contract amount as for the entire period or per year

    a. Entire Period option allows you to enter the total contract amount, as shown in the image below



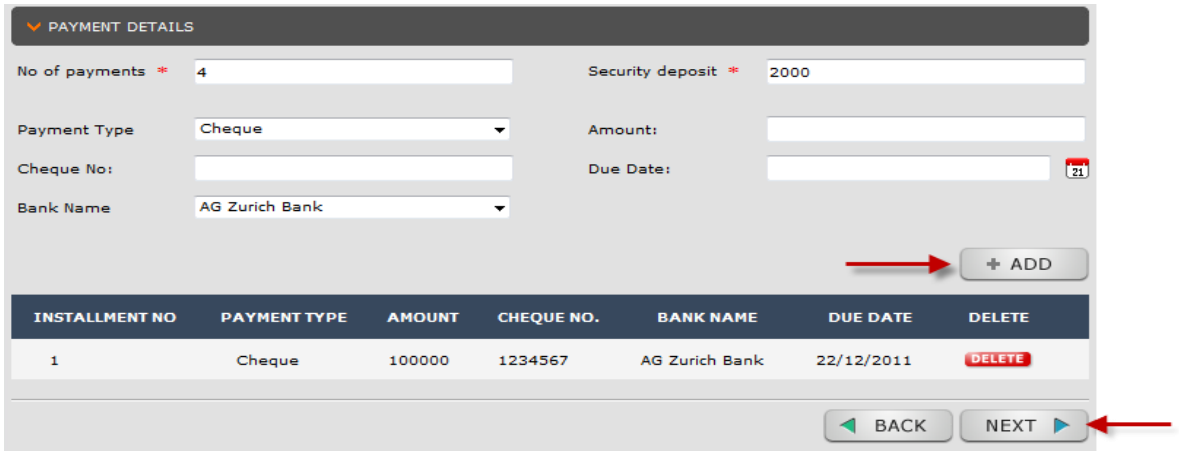
    a. Per Year: If you rent out the property for more than one year, select this option and enter the rent amount for each year separately



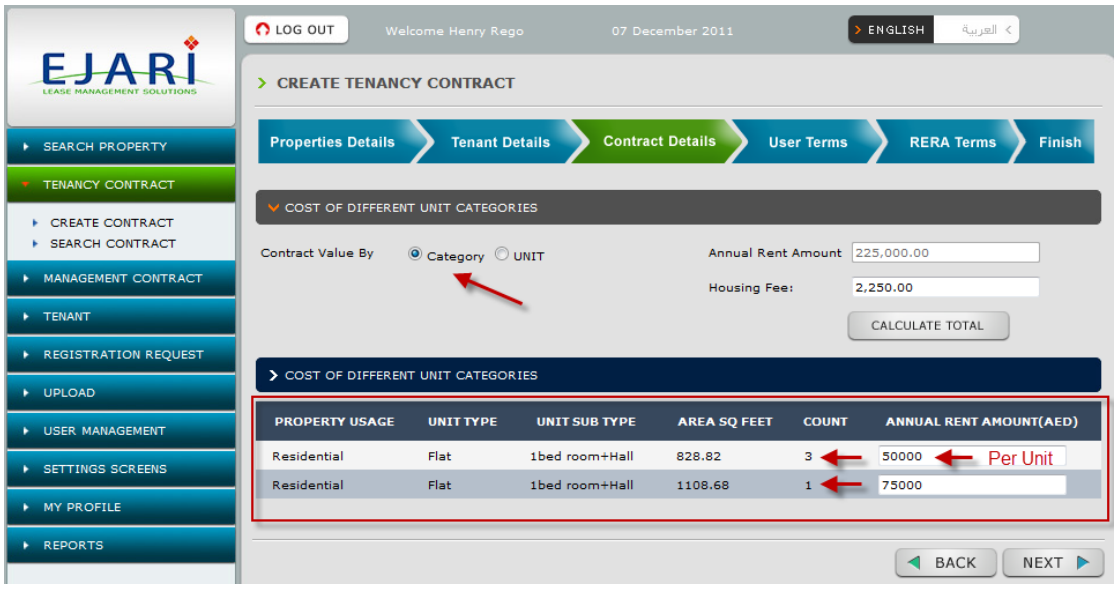
6. Specify **Discount Type** (optional) whether it's Fixed Value or Percentage and enter the **Discount Value**.
7. Click on **Calculate Total**, and the new **Contract Amount** and **Housing Fees** will be calculated and filled in the corresponding fields
8. Enter the **Number of Payments**
9. Enter the **Security Deposit**
10. Enter the **Payment Details** (optional) and click on **Add**



Note: if you decided to enter the payment details, then the number of payments should match the number of the payments records and the total contract amount should be equal to the total amount of the payments.

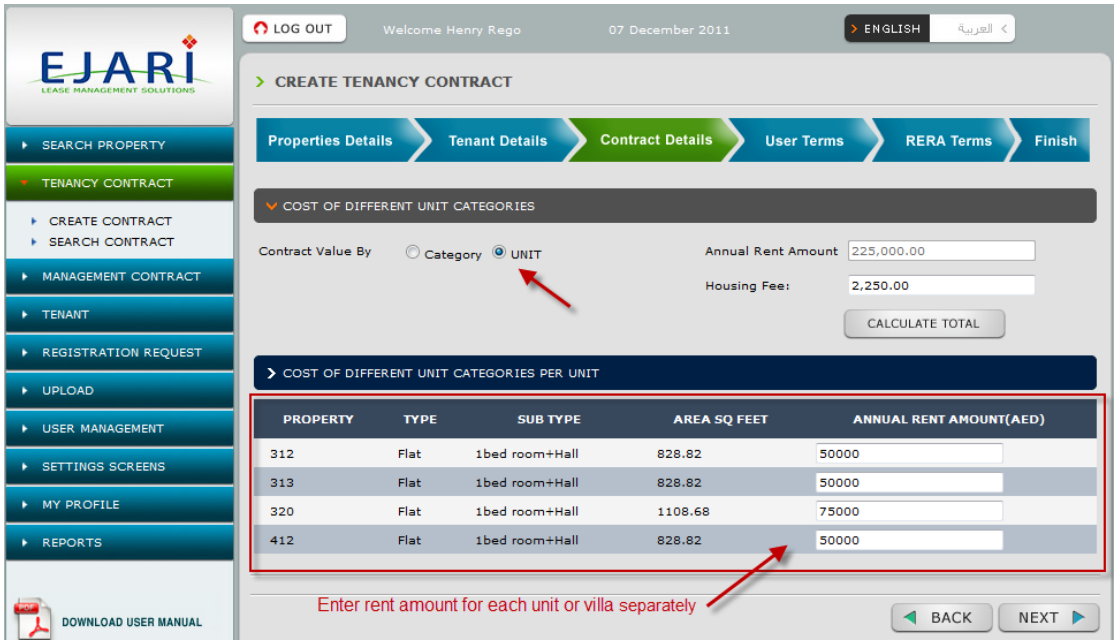


11. Click on **Next**
12. If you are renewing a tenancy contract for more than one unit, select whether you want to set the rent amount per unit or per category (skip this step if you are creating a tenancy contract for a single unit or villa)



a. Per Category: allows you to enter the rent amount for all the units that have the same specifications, such as the same Usage, Type and Sub Type, as shown in the image above.
b. Per Unit: allows you to enter the rent amount for each unit or villa separately, as shown in the image below.

13. Click on **Next**



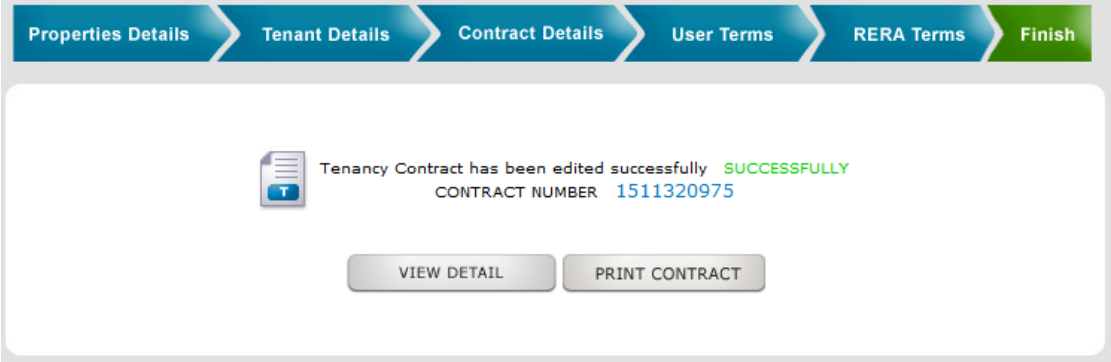
14. In contract terms and conditions screen, the same terms and conditions, which were selected at the time of contract creation, will be added to the new contract terms and conditions section. To edit these terms and conditions:

    a. Enter terms and conditions in English and Arabic and click on **Add**
    b. To delete previous terms and conditions, click on **Delete**
    c. If you have previously define terms templates, select one or all of the templates from the Terms Templates list to add them to the contract

15. Click on **Next**
16. In RERA terms and conditions screen, the same terms and conditions, which were selected at the time of contract creation, will be added to the new contract terms and conditions section. To edit the optional terms and conditions, select/unselect from RERA optional predefined list of terms and conditions
17. Clicks on **Finish**

Note: The RERA mandatory predefined list of terms and conditions will be selected and added to your contract

Once your tenancy contract is renewed successfully, the following confirmation message will be displayed:



Click on **View Details** to view the contract details**.**

Click on **Print Contract** to print the contract

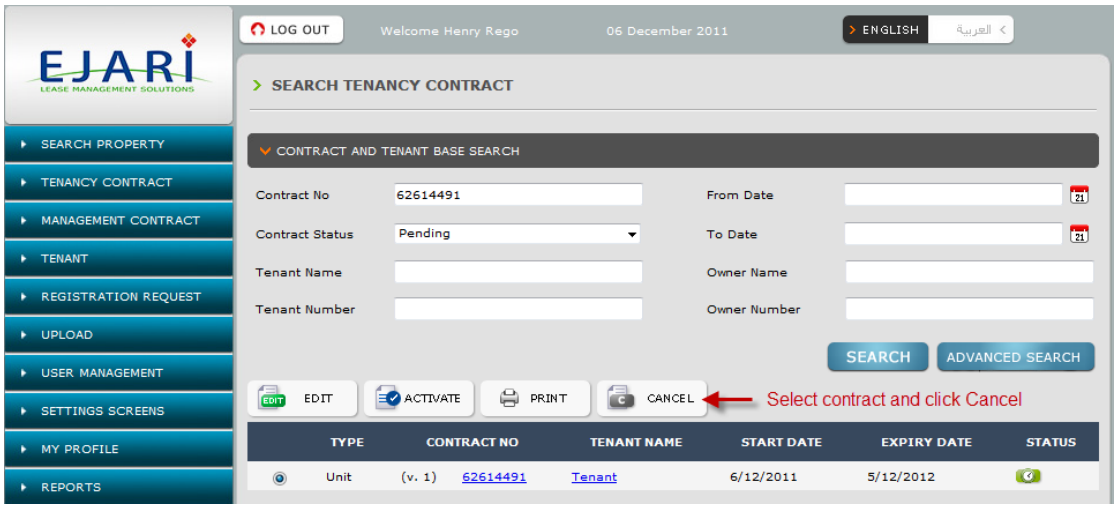
Contract fee will be calculated and deducted from the Main account and moved to the Hold account waiting for contract activation.

Note: If you are an owner representative, then your representation contract should be valid in order for you to be able to renew the contract.

Note: If you are a management company, then your management contract should be valid and active in order for you to be able to renew the contract.

Cancel Tenancy Contract

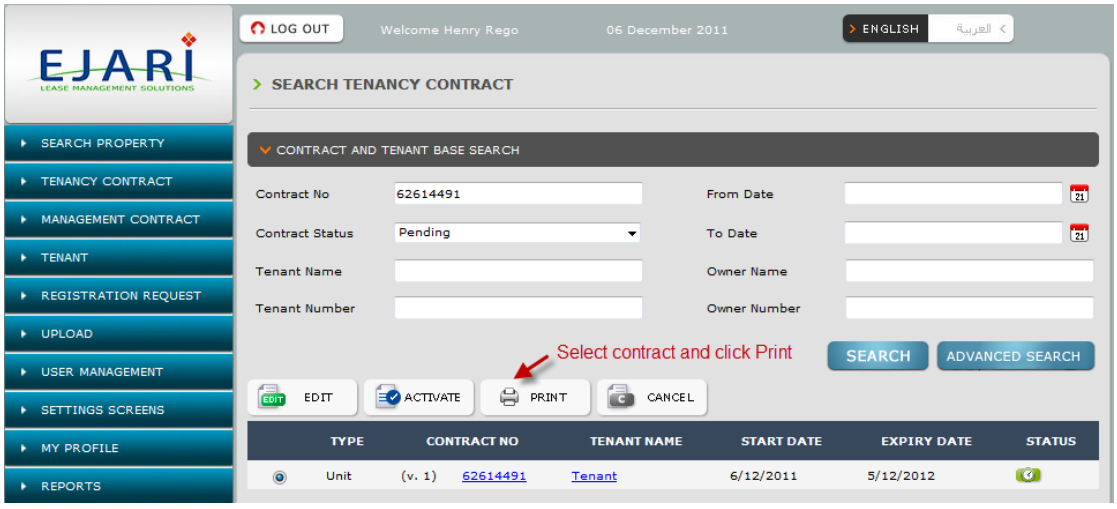
To cancel a tenancy contract, search for your contract by following the instructions as mentioned in **Basic Search** and **Advanced Search** sections. Click on the **Cancel** button and the following confirmation message will appear:



Remember! Only pending tenancy contracts can be canceled.

Print Tenancy Contract

To print a tenancy contract, search for your contract by following the instructions as mentioned in **Basic Search** and **Advanced Search** sections. Click on **Print** button and the following dialogue will appear:



Ejari opens a window to select either to open the contract or to save to a location you select on your computer.

1. Click on **Open** to open a pdf copy of the contract
2. Click on **Save** and select a location to save a copy of the contract on your local drive
3. Click on **Cancel** to close the dialog

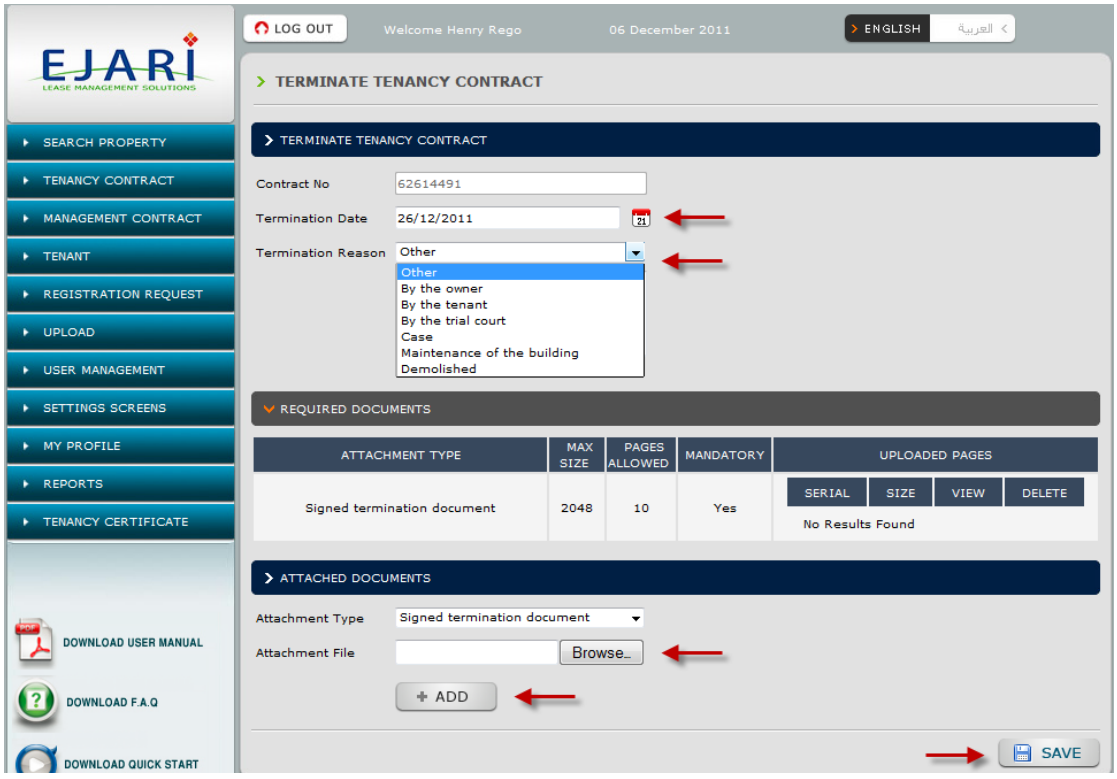
Remember! Only pending, active and renewed tenancy contracts can be printed.

Terminate Tenancy Contract

To terminate a tenancy contract, search for your contract by following the instructions as mentioned in **Basic Search** and **Advanced Search** sections. Follow the next instruction to terminate an active contract:

Remember! Only active tenancy contracts can be terminated.

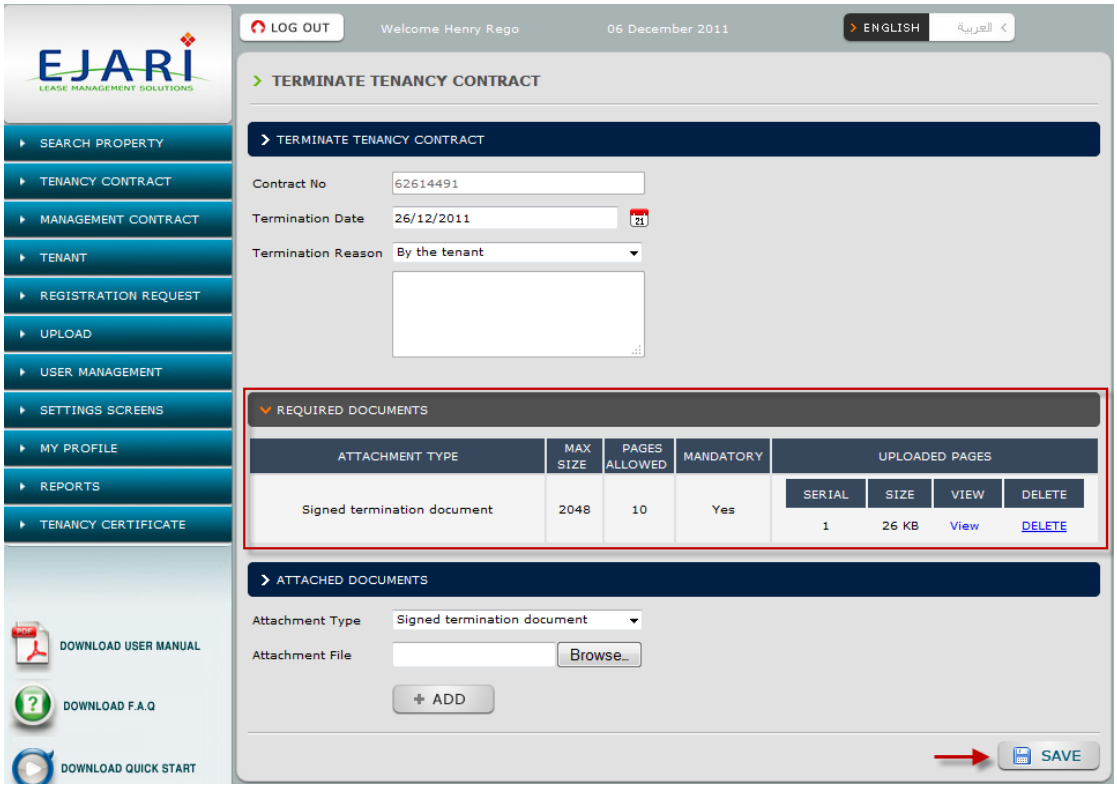
1. Click on **Terminate** button



2. Enter the **Termination Date**
3. Select one of the following **Termination Reasons**:
    a. Other: enter any other termination reason in the description text box
    b. By the owner
    c. By the tenant
    d. By the trial court
    e. Case

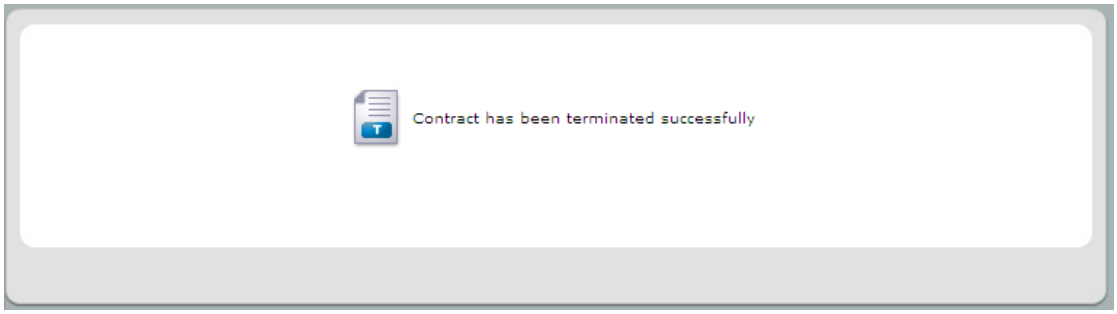
f. Maintenance of the building
g. Demolish

4. Click on **Browse** button and attach the **Signed Termination Document** from your local drive
5. Click on the **Add** button to upload the selected document



a. Click on **View** to view the uploaded document
b. Click on **Delete** to delete the uploaded document
c. Repeat steps 4 & 5 to upload another page of the same document

6. Click on the **Save** button and the following confirmation message will appear:

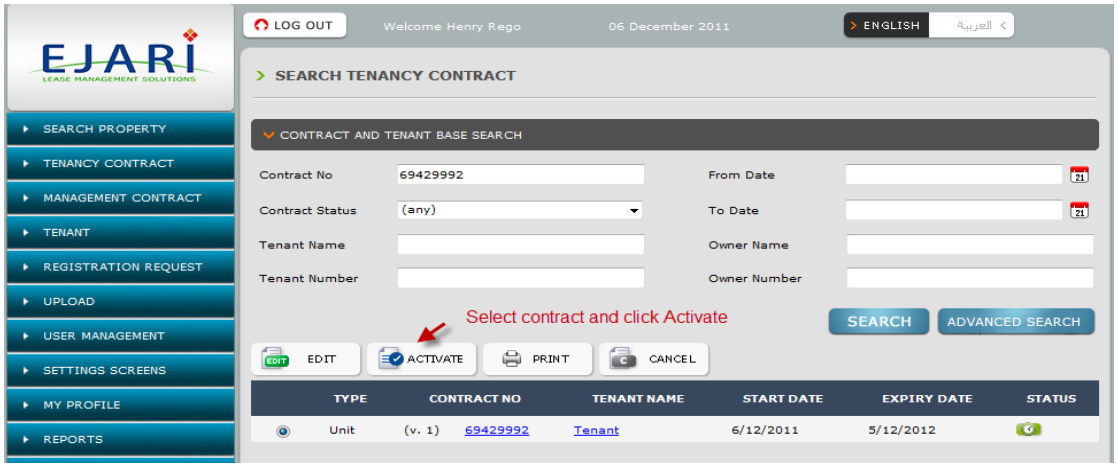


Note: Once you complete the termination process, your tenancy contract status will be Terminated.

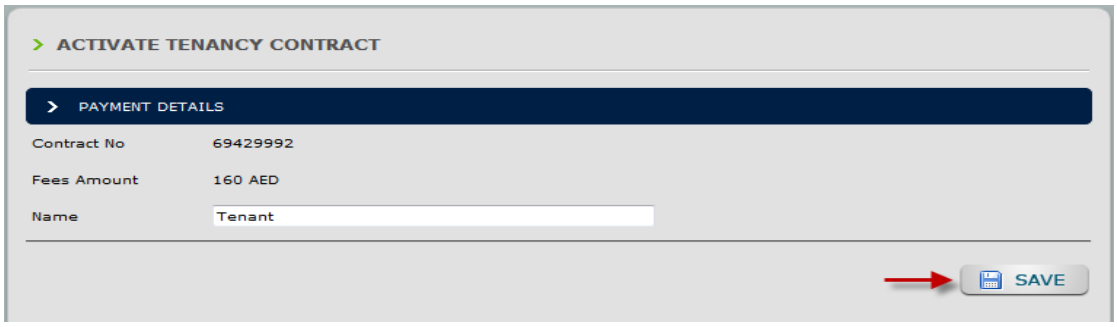
Activate Tenancy Contract

To activate a tenancy contract, search for your contract by following the instructions as mentioned in **Basic Search** and **Advanced Search** sections and then click on the **Activate** button.

Remember! Only pending tenancy contracts can be activated.



1. Click on **Terminate** and Ejari will show you the following page:



2. Click on **Save** and the following confirmation message will appear:

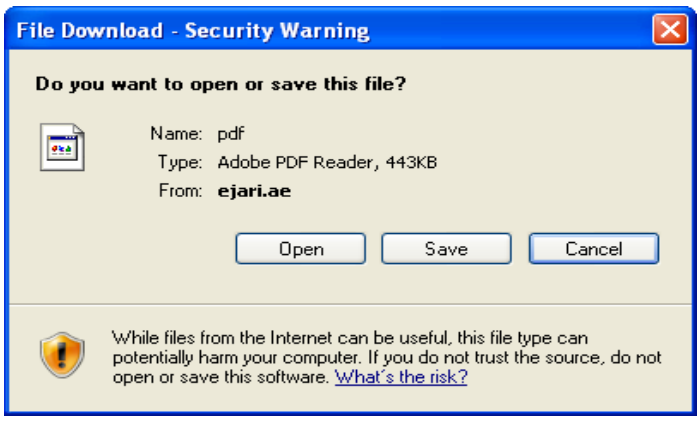


3. Click on Print Receipt to print or save a copy of the contract activation payment receipt

Note: The system will deduct the contract activation fee amount from your account once you click on save. The contract status will be active.

Print Receipt

To print the payment receipt of tenancy contract creation or renewal, search for your contract by following the instructions as mentioned in **Basic Search** and **Advanced Search** sections. Click on **Print Receipt** button and the following dialogue will appear:

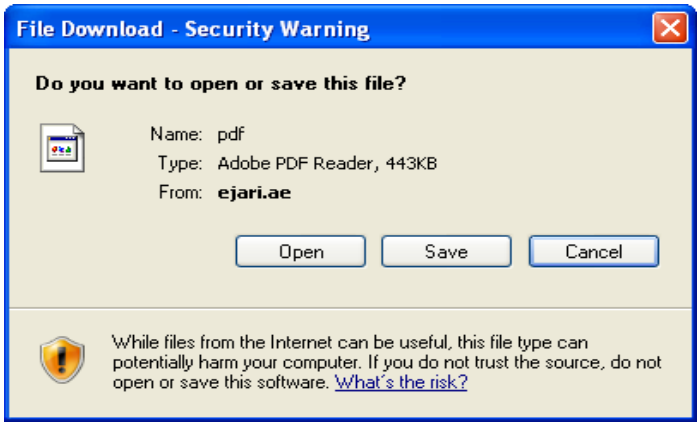


1. Click on **Open** to open a pdf copy of the receipt
2. Click on **Save** and select a location to save a copy of the receipt on your local drive
3. Click on **Cancel** to close the dialog

Remember! You will be able to print payment receipts for active tenancy contracts only.

Print Registration Certificate

To print the tenancy contract registration certificate, search for your activated contract by following the instructions as mentioned in **Basic Search** and **Advanced Search** sections. Click on **Print Registration Certificate** button and the following dialogue will appear:



Click on **Open** to open a pdf copy of the registration certificate. Click on **Save** and select a location to save it on your local drive.

Tenant 7

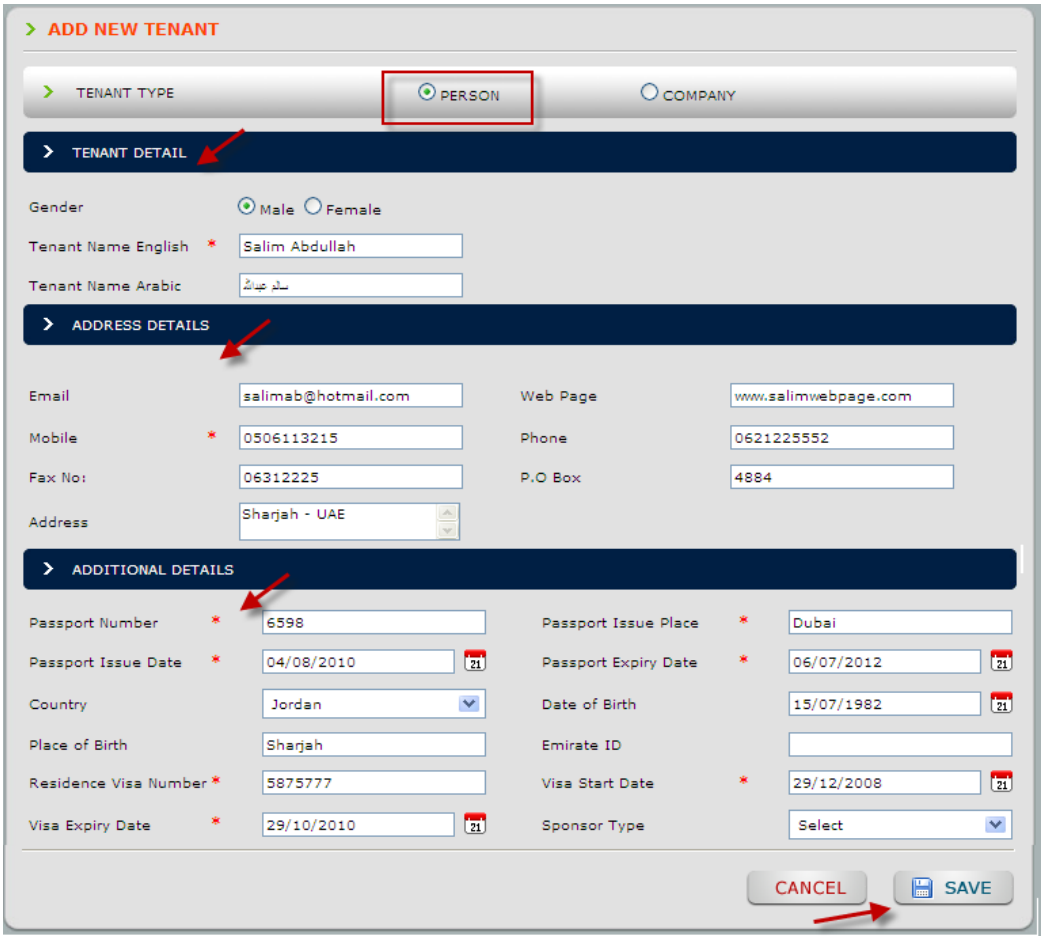
This chapter provides you with step-by-step instructions on how to add and search for a tenant, whether a person or a company. You will always have the option to add a new tenant while creating a new tenancy contract; however, to edit an existing tenant, you will need to search for it through the main menu as illustrated in this chapter.

Add Tenant

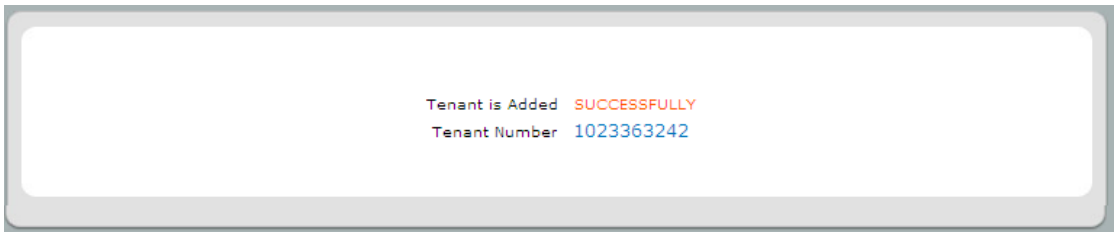
To add a tenant, click on **Tenant>Add Tenant** from the main menu and following the next steps:

Add a Tenant as an Individual

1. To add a tenant as an individual, select Person as **Tenant Type**
2. Fill in the **Tenant Details** section
3. Fill in the **Address Details** section
4. Fill in the **Additional Details** section

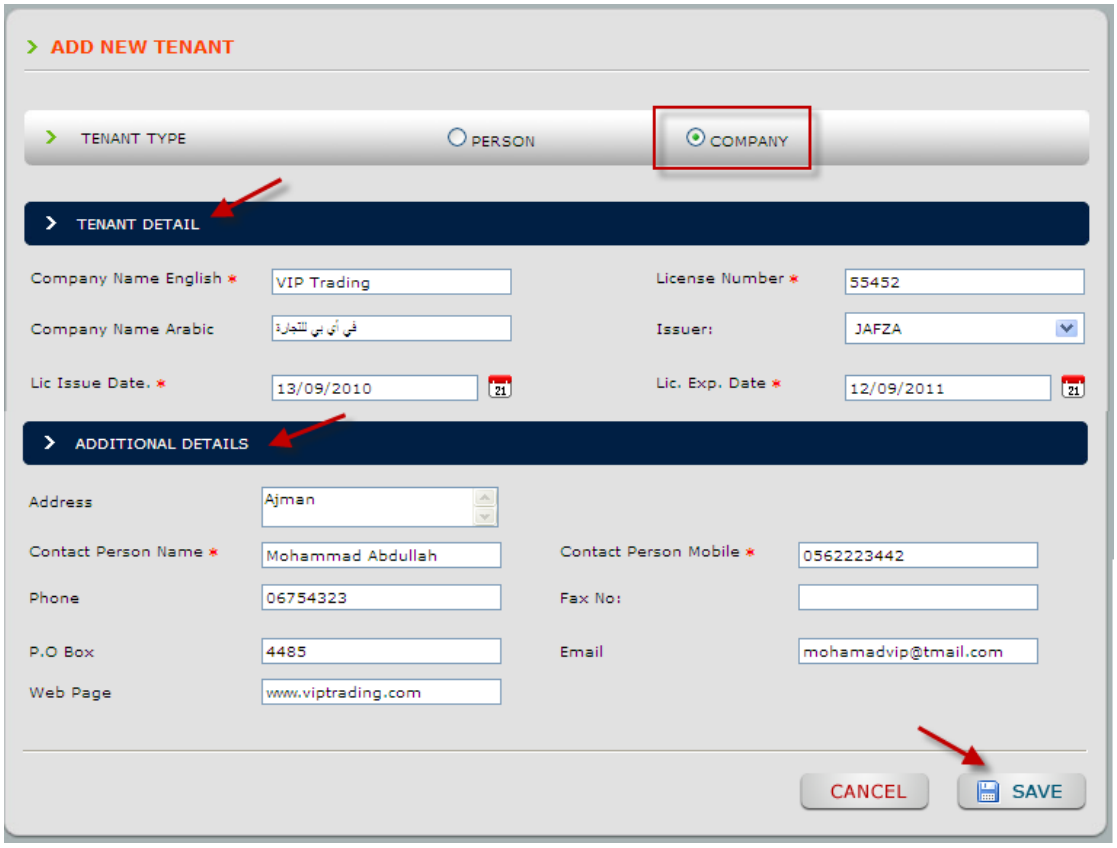


5. Click on **Save** and the following confirmation message will appear:



Add a Tenant as a Company

1. To add a tenant as a company, select Company as **Tenant Type**
2. Fill in the **Tenant Details** section
3. Fill in the **Additional Details** section



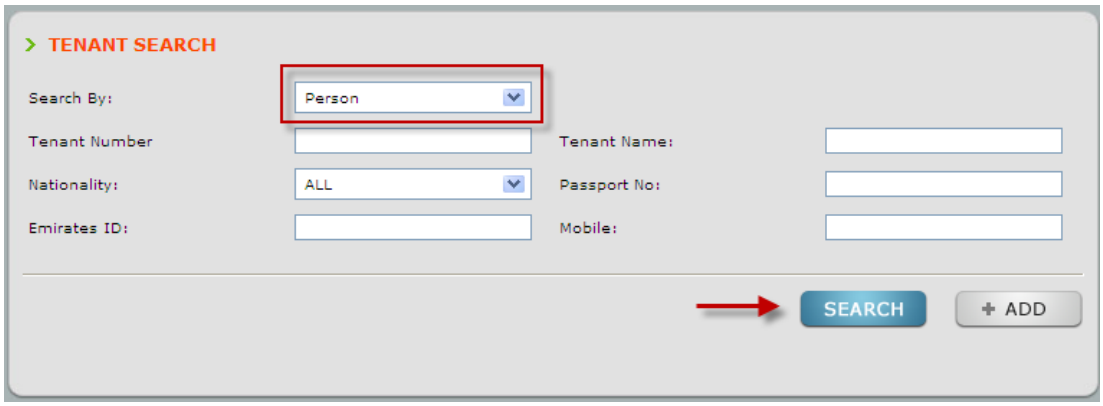
4. Click on **Save** and a similar confirmation message as shown above will appear

Search Tenant

To search for a tenant, select one of the following search methods:

Search by Person

1. If you are searching for a tenant as an individual, select **Person** as a search method (**Search By)**
2. Enter one of the following search criteria combinations:
    a. Enter the **Tenant Number**
    b. Enter the **Nationality** and the **Emirates ID** of the tenant
    c. Enter the **Nationality** and the **Passport No** of the tenant
3. Click on **Search** to retrieve matching tenants
4. If none of the tenants is matching your criteria, click on **Add** to add a new tenant

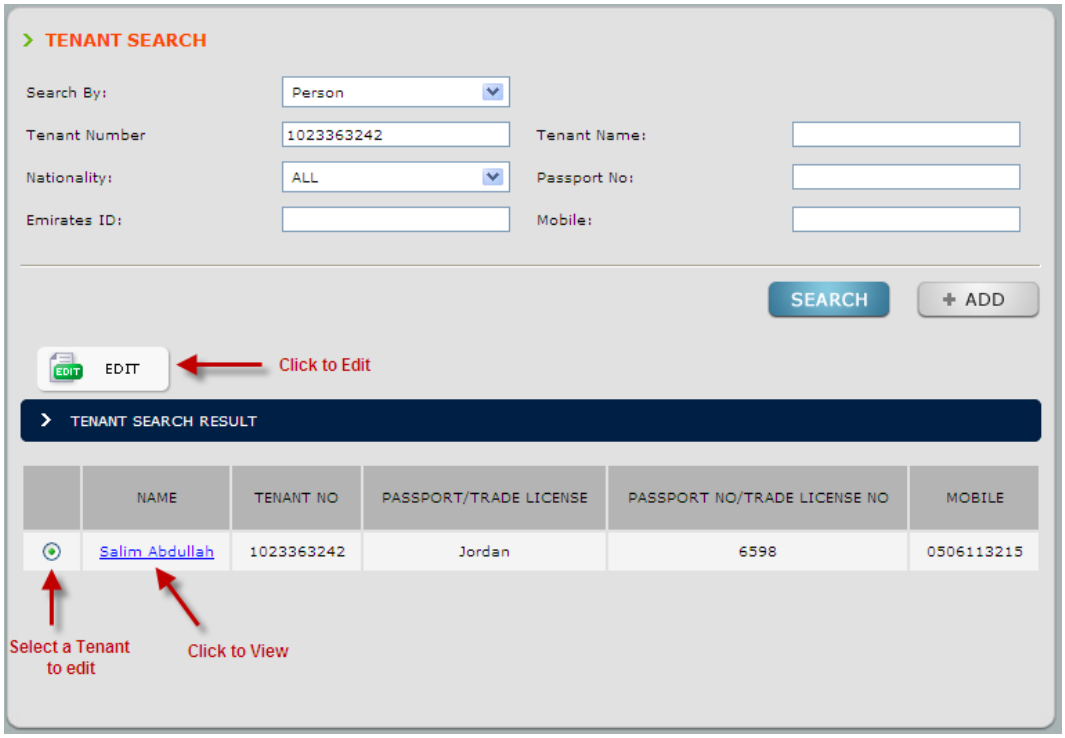


Search by Company

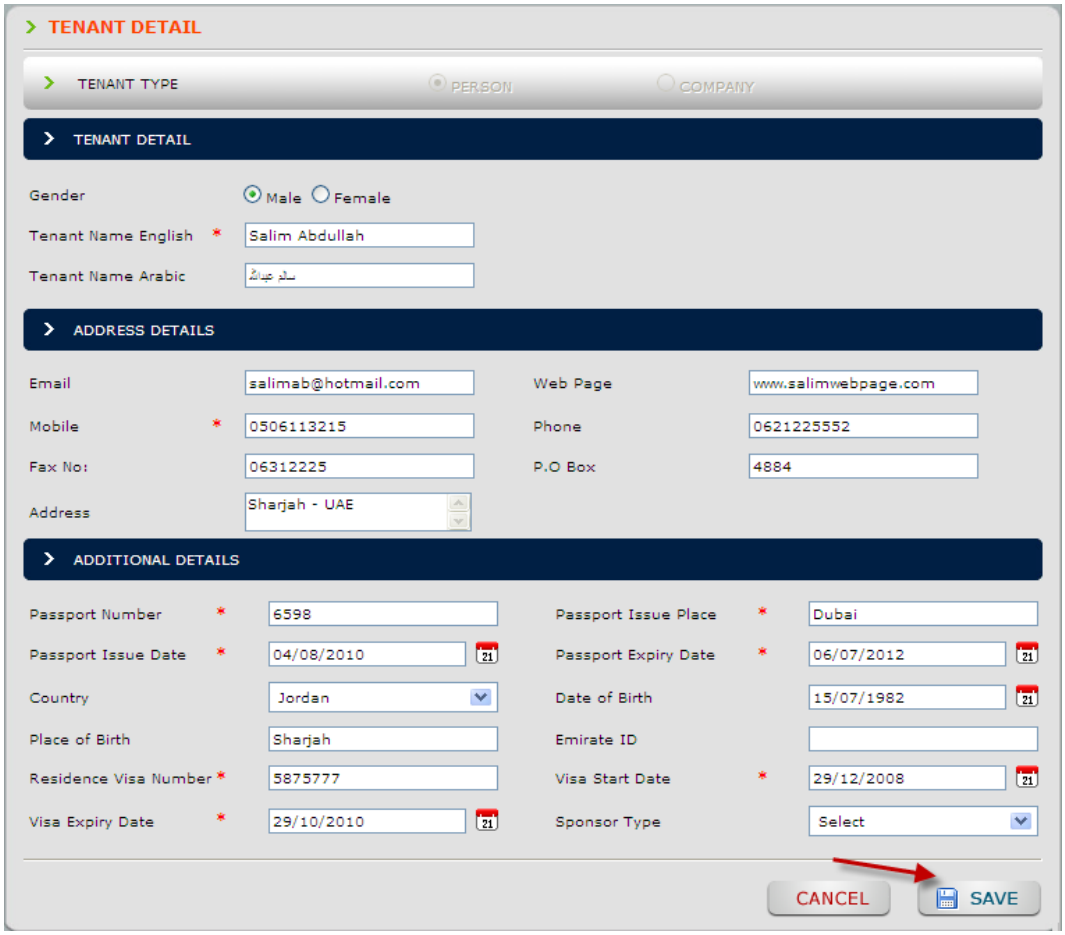
1. If you are searching for a tenant as a company, select **Company** as a search method (**Search By)**
2. Enter one of the following search criteria combinations:
    a. Enter the **Tenant Number**
    b. Enter the **Trade license No**
3. Click on **Search** to retrieve matching tenants
4. If none of the tenants is matching your criteria, click on **Add** to add a new tenant



Note: The above search criteria combinations is mandatory to perform a successful search for a tenant, other search criteria are optional.



5. Select a tenant and click on **Edit**. Enter your changes in Tenant Details screen as shown below and click on **Save**



6. Click on the tenant name to view its details in a read-only mode screen

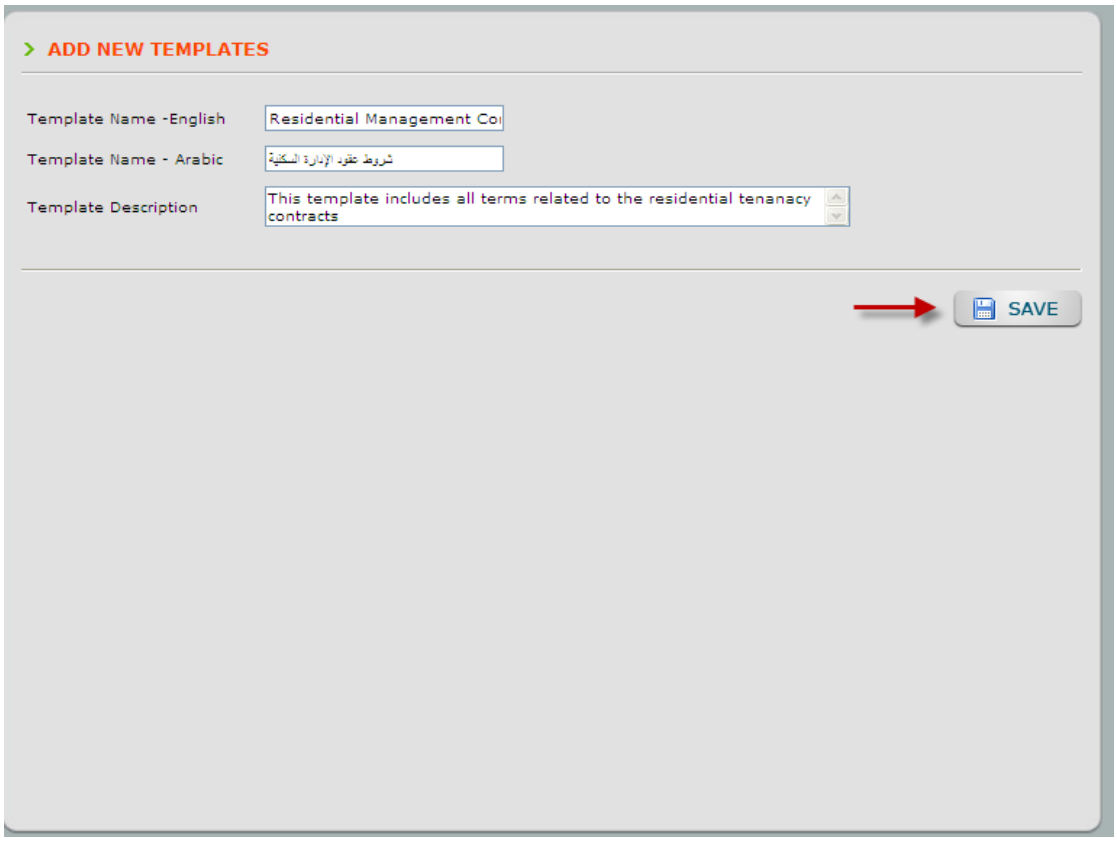
Settings 8

Through Settings Screens you will able to manage terms and conditions you want to impose on the management or tenancy contracts created from your account. This chapter provides you with detailed instructions on how to define a new terms template, add your terms and conditions and then assign them to a predefined template if needed.

Add New Terms Templates

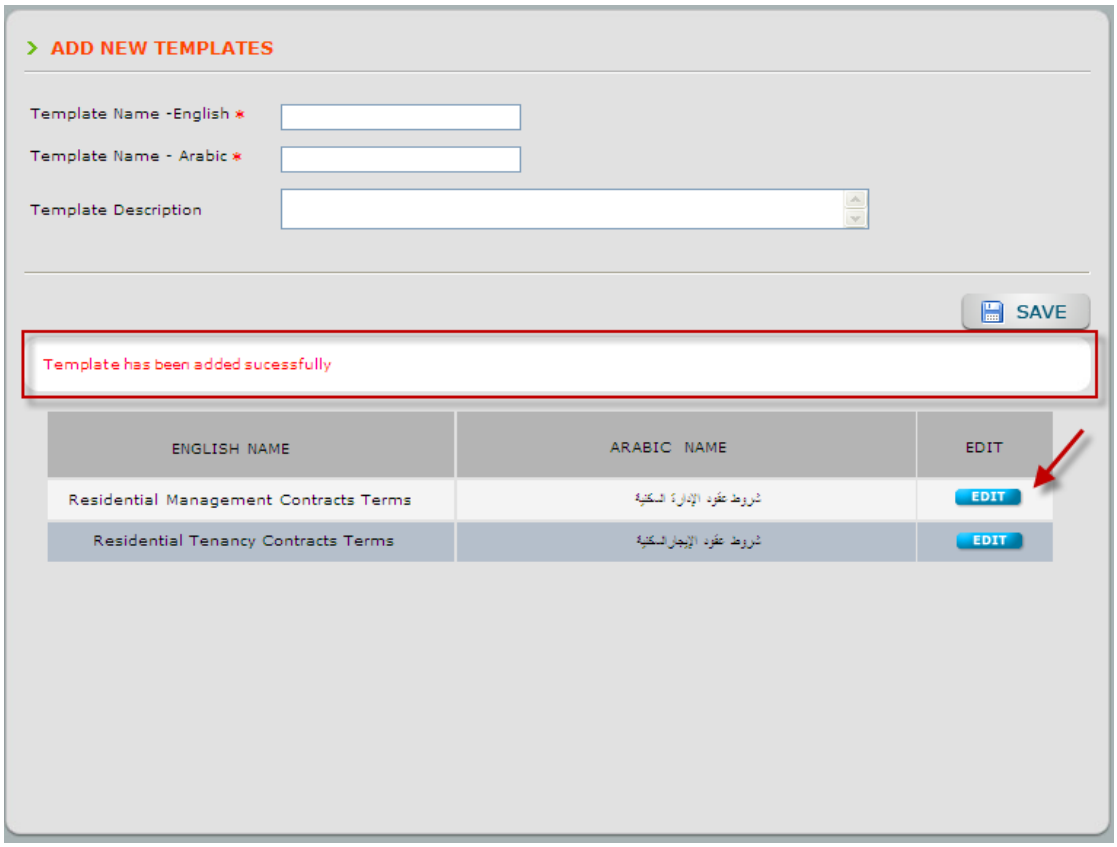
To add a new terms template, Click on **Settings Screens>Add New Templates** and follow the next instructions:

1. Enter the **Template Name** in English
2. Enter the **Template Name** in Arabic
3. Enter the **Template Description**



4. Click on **Save**

5. To add another template, repeat the steps 1 to 4. The following confirmation message will appear after saving each new template:



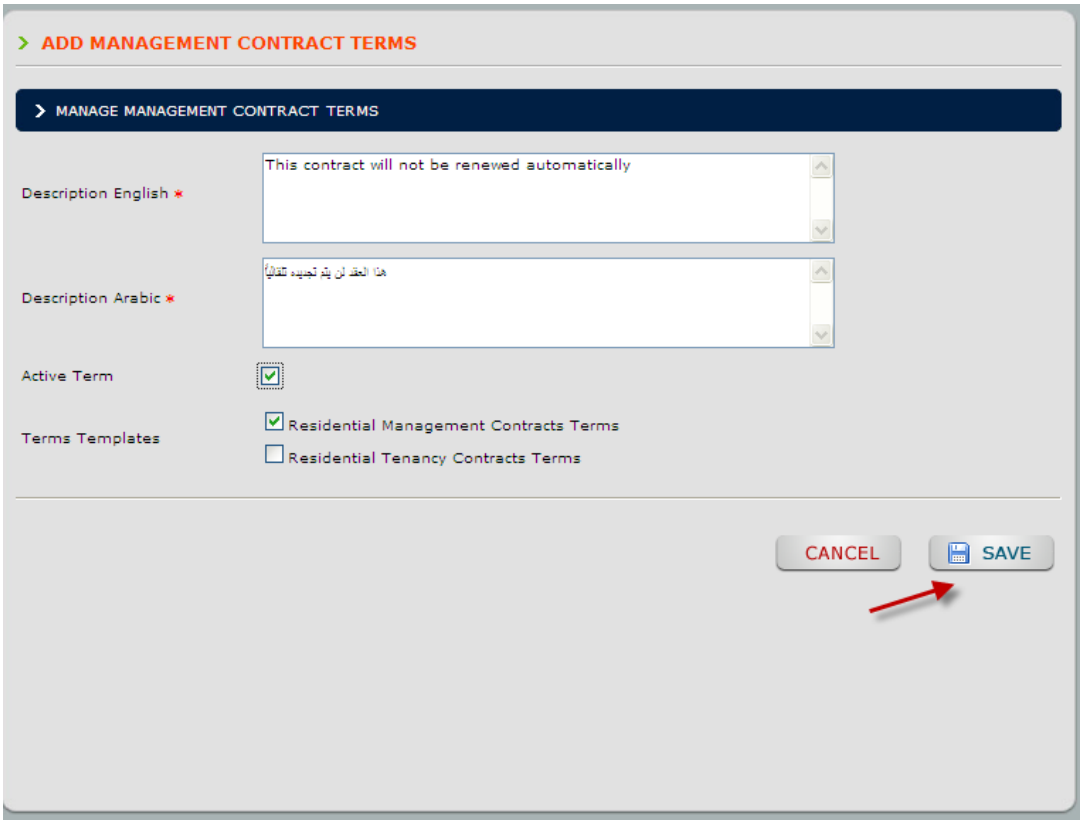
6. Click in **Edit** to modify the template name or description

Management Contracts Terms

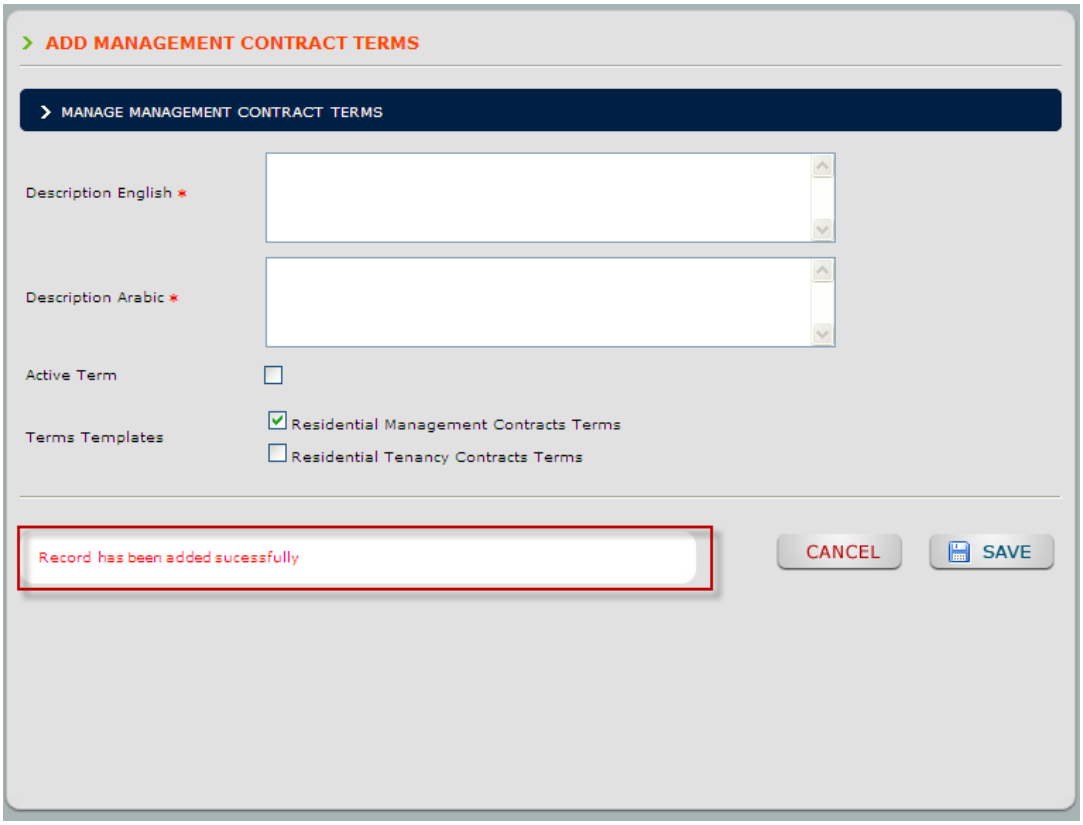
To add a new term for management contracts, follow the next instructions:



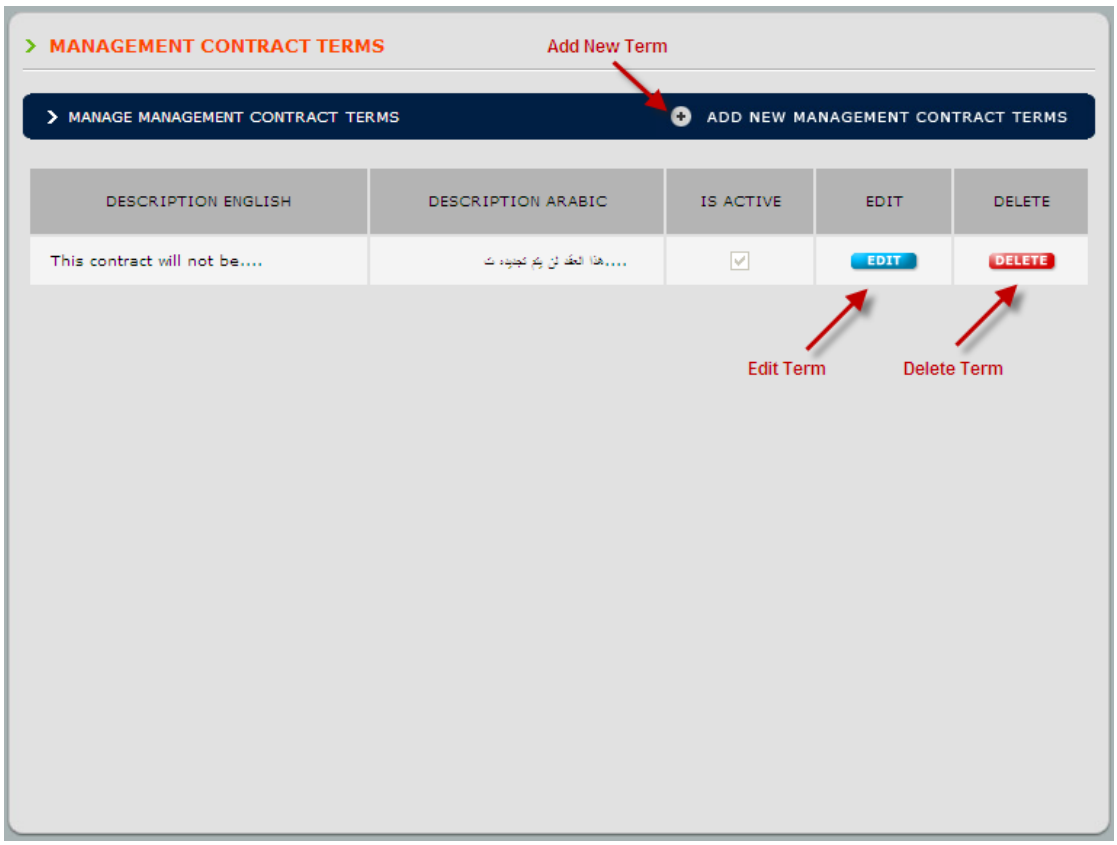
1. Click on **Add New Management Contract Terms**
2. Enter the term **Description** in English
3. Enter the term **Description** in English
4. Check Active Term if you want to be able to select this term the next time you create a management contract
5. Select the **Terms Template** to which you want to attach this term



6. Click on **Save** to save the new term. The following confirmation message will appear:



7. Click on **Cancel** to return to the main page as shown below:



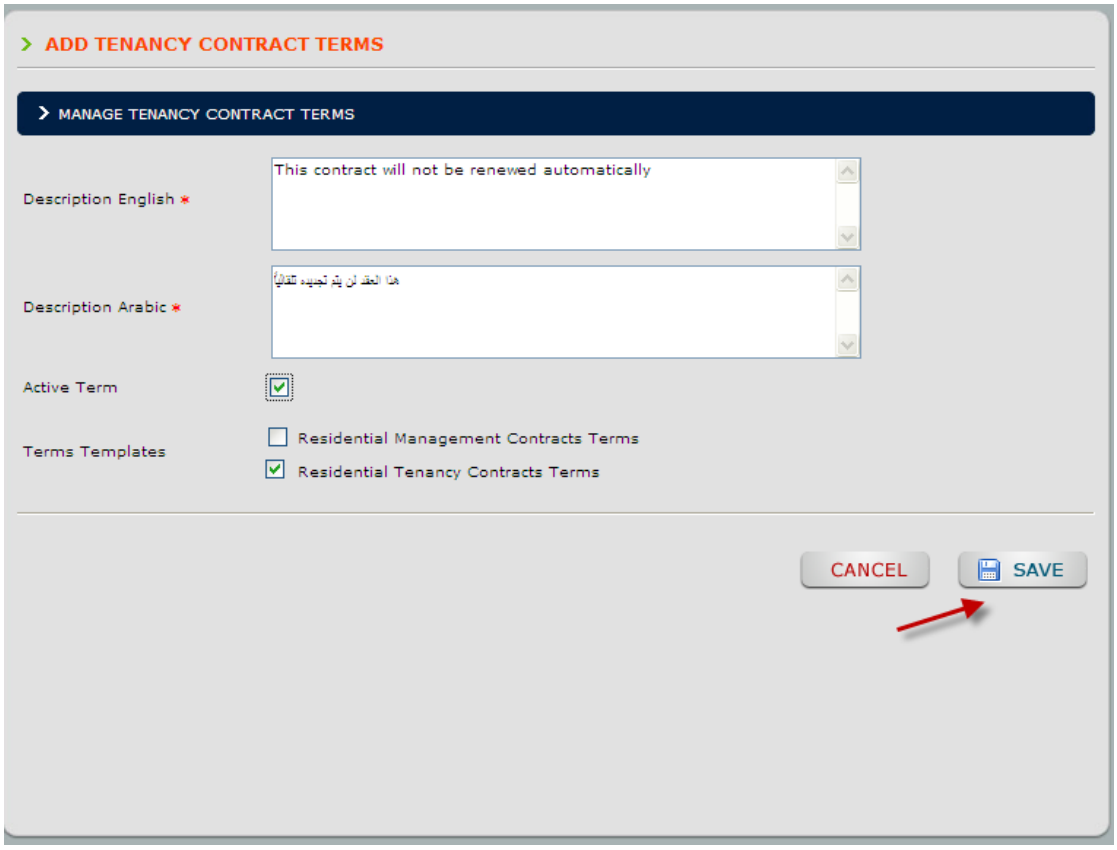
8. Click on **Add New Management Contract** Terms to add another term
9. Click on **Edit** to edit the term details
10. Click on **Delete** to delete the term

Tenancy Contracts Terms

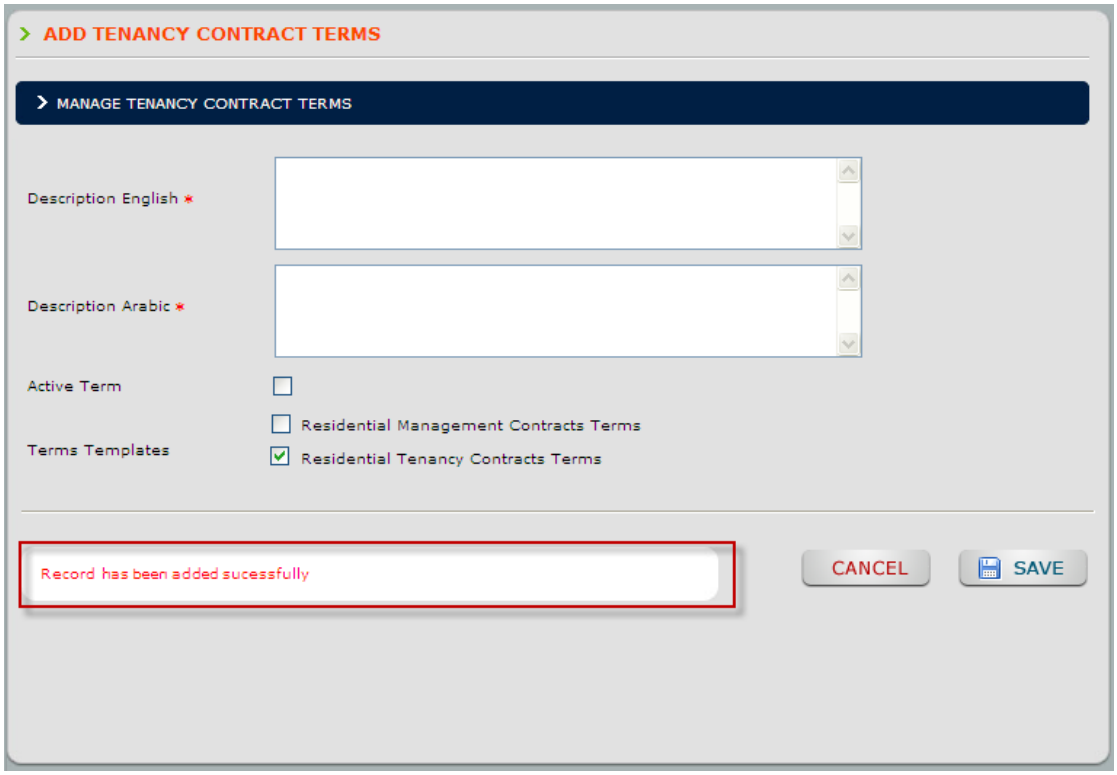
To add a new term for tenancy contracts, follow the next instructions:



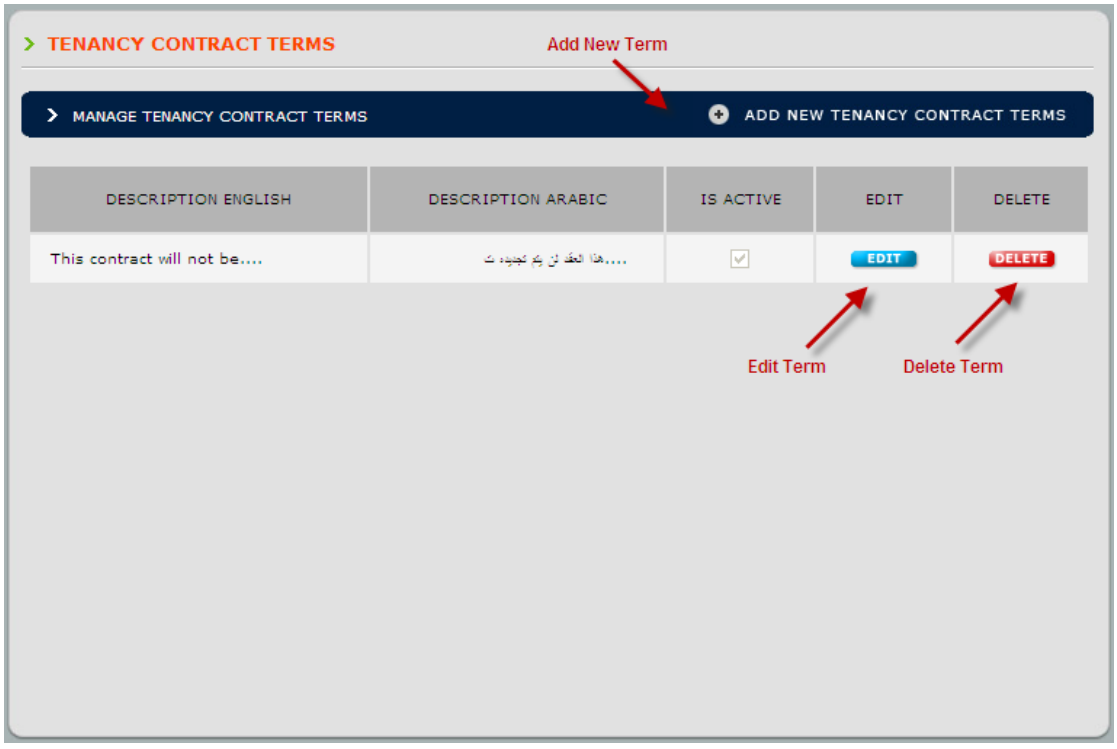
1. Click on **Add New Tenancy Contract Terms**
2. Enter the term **Description** in English
3. Enter the term **Description** in English
4. Check **Active Term** if you want to be able to select this term the next time you create a tenancy contract
5. Select the **Terms Template** to which you want to attach this term



6. Click on **Save** to save the new term. The following confirmation message will appear:



7. Click on **Cancel** to return to the main page as shown below:



8. Click on **Add New Tenancy Contract** Terms to add another term
9. Click on **Edit** to edit the term details
10. Click on **Delete** to delete the term

Registration Request

For Owner Representatives Only

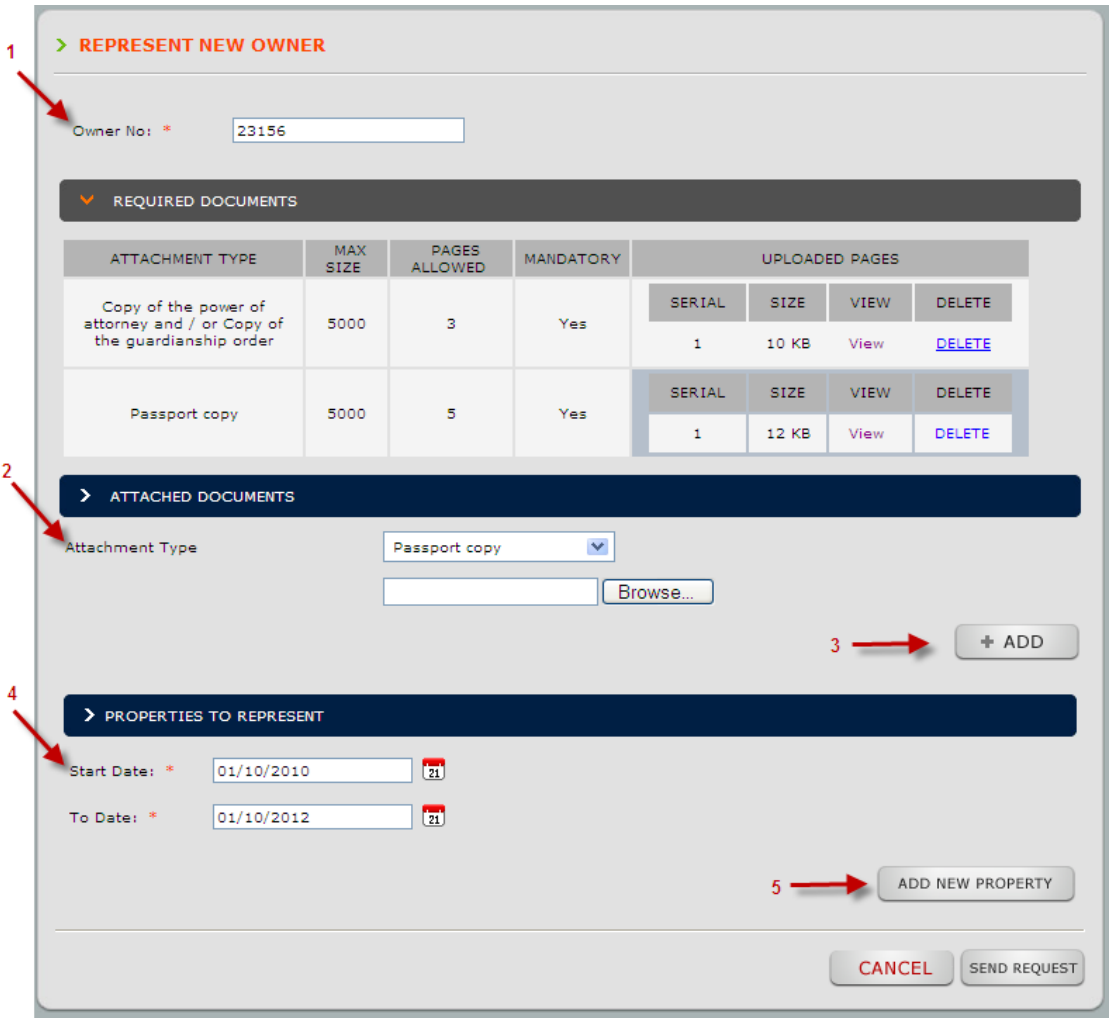
9

The Registration Request module allows owner representatives to submit requests to represent new owners or properties. This chapter provides you with detailed instructions on how to submit a new representation request for a new owner and new properties owned by one of the owners you already represent. Navigate to **Registration Request** through the main menu and then follow the instruction as illustrated in this chapter.

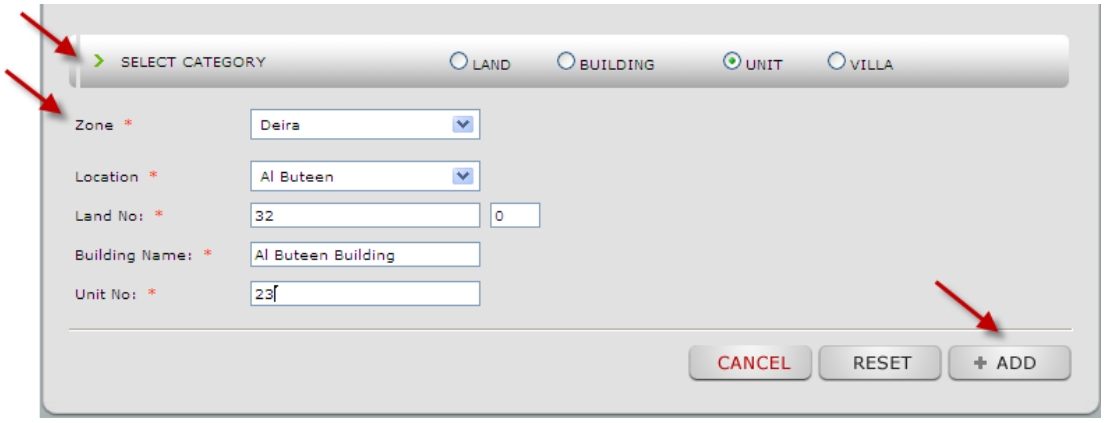
Represent New Owner

To represent a new owner, click on **Registration Request>Represent New Owner** and complete the request form as follows:

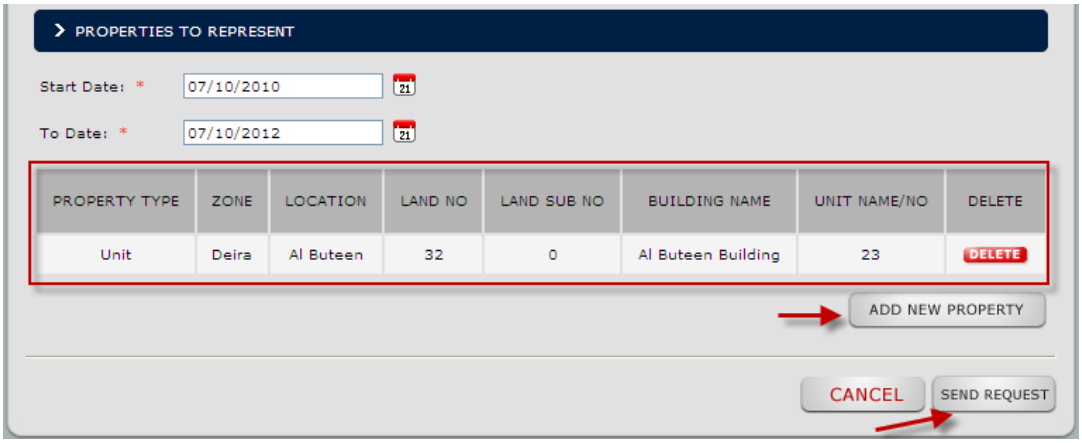
1. Enter the Owner No. of the owner you want to represent



2. Select the A**ttachment Type** and click on **Browse** to find the required document in your local drive. Two documents are required:
    a. Power of Attorney/ Guardianship Order
    b. Passport Copy
3. Click on **Add** to upload the documents
4. Select the **Start Date** and **End Date** of the representation request period
5. Click on **Add New Property** and a new section will appear to add certain properties to represent:
    a. Select the property **Category**
    b. Select the **Zone**
    c. Select the **location**
    d. Enter the **Land No.**
    e. For buildings, enter the **Building Name**
    f. For units, enter the **Building Name** and **Unit No.**
    g. For Villas, enter the **Villa Name**
    h. Click on **Add**

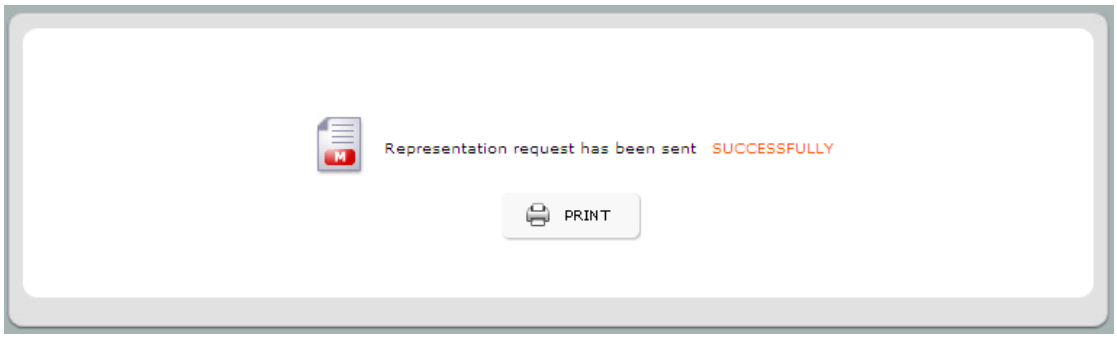


    i. Repeat step 5 to represent another property
    j. Click on **Reset** to reset the property section
    k. Click on **Cancel** to hide the property section



    l. To delete a property, click on **Delete**

6. Click on **Send Request** to submit the representation request for review and approval and the following message will appear:

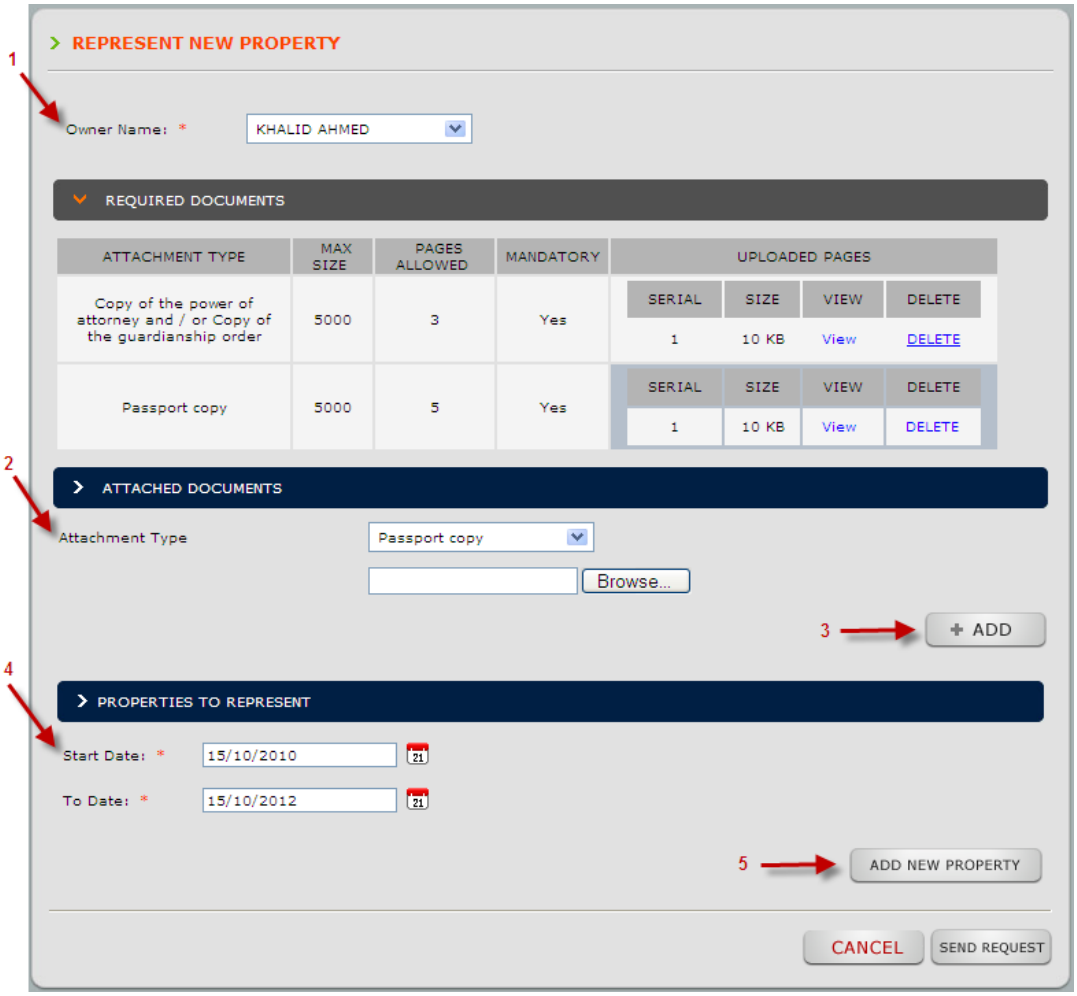


Note: Represented properties should be owned by the owner you entered his/her number above

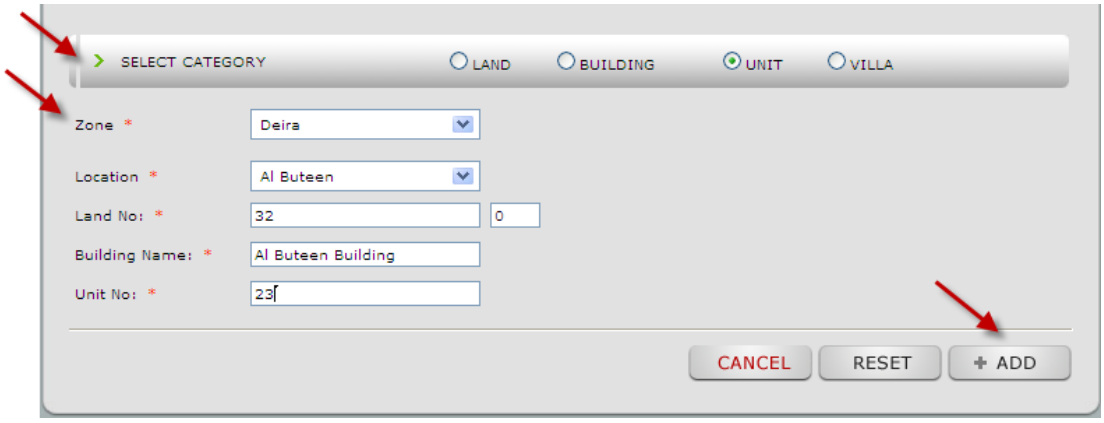
Represent New Properties

To represent a new owner, click on **Registration Request>Represent New Properties** and complete the request form as follows:

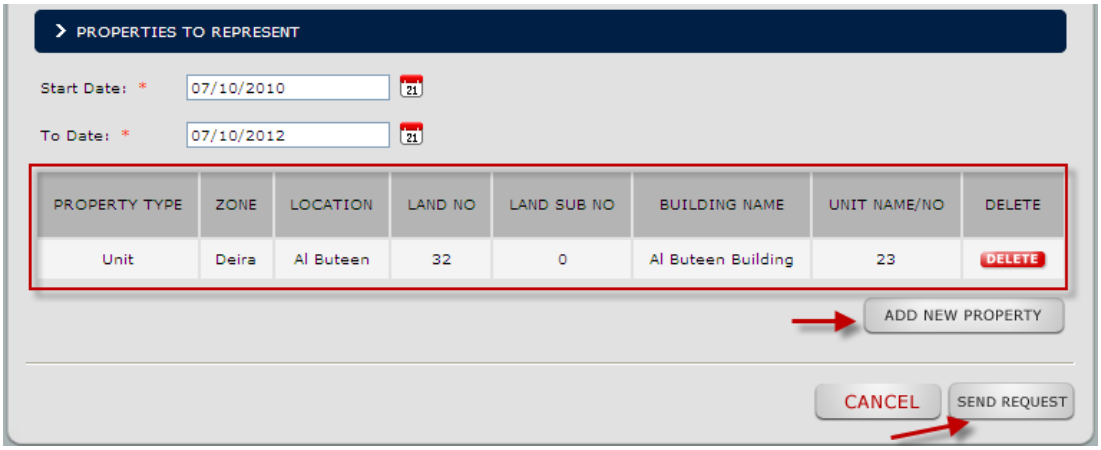
1. Select an **Owner Name** from the owners list you are currently representing:



2. Select the A**ttachment Type** and click on **Browse** to find the required document in your local drive. Two documents are required:
    c. Power of Attorney/ Guardianship Order
    d. Passport Copy
3. Click on **Add** to upload the documents
4. Select the **Start Date** and **End Date** of the representation request period
5. Click on **Add New Property** and a new section will appear to add certain properties to represent:
    a. Select the property **Category**
    b. Select the **Zone**
    c. Select the **location**
    d. Enter the **Land No.**
    e. For buildings, enter the **Building Name**
    f. For units, enter the **Building Name** and **Unit No.**
    g. For Villas, enter the **Villa Name**
    h. Click on **Add**

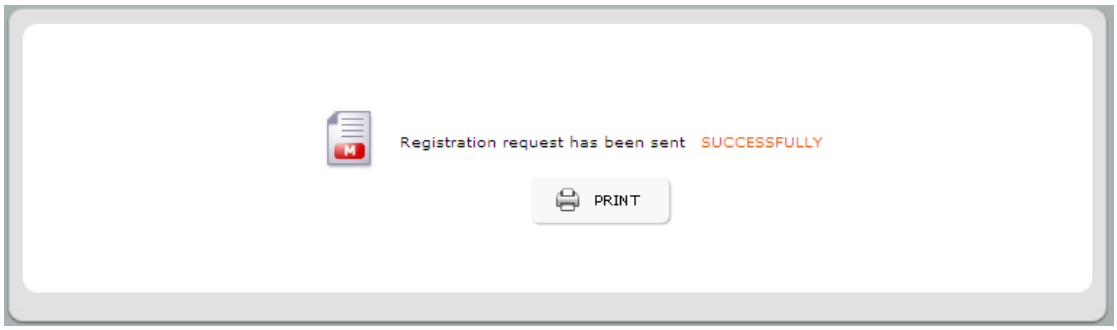


    i. Repeat step 5 to represent another property
    j. Click on **Reset** to reset the property section
    k. Click on **Cancel** to hide the property section



    l. To delete a property, click on **Delete**

6. Click on **Send Request** to submit the representation request for review and approval and the following message will appear:



Note: Represented properties should be owned by the selected owner in step 1

User Management

For Admin Users of Management and Owner Companies only

10

The User Management module allows the admin users of the management and owner companies to manage their employees' accounts by creating new groups, assigning users to groups and editing privileges for users and groups. Navigate to **User Management** through the main menu and then follow the instruction as illustrated in this chapter.

Add New Group

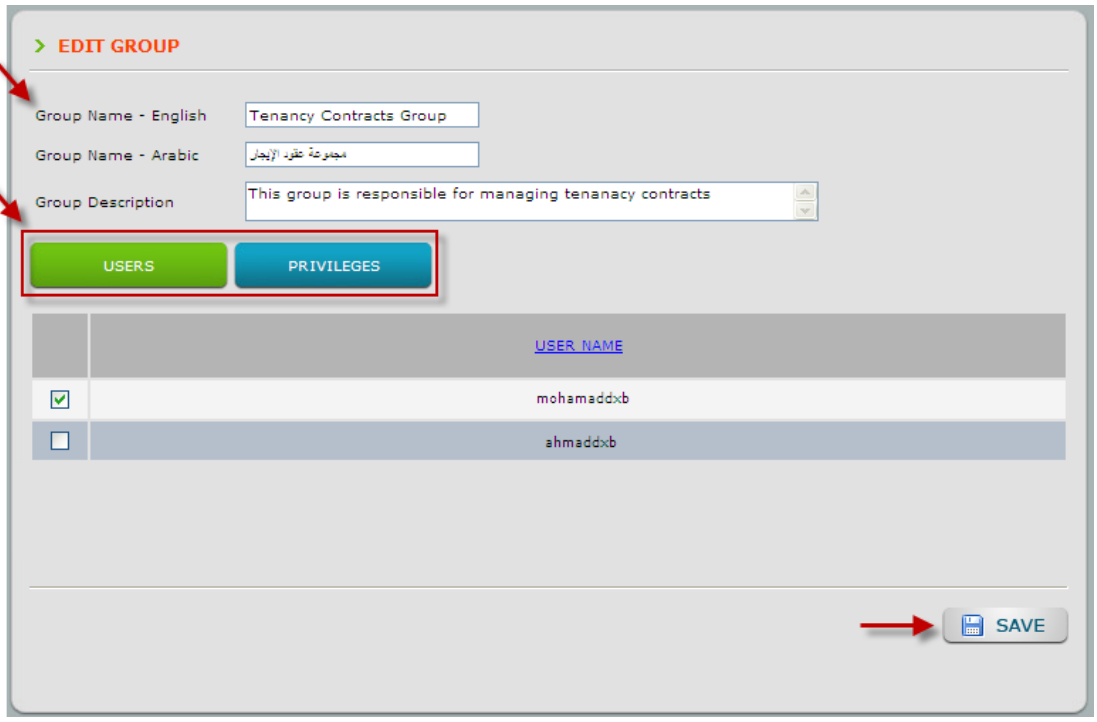
To add a new group, click on **User Management>Add New Group** and follow the next steps:

1. Enter the **Group Name** in English
2. Enter the **Group Name** in Arabic
3. Enter the **Group Description**

Example: create one group that is responsible for managing tenancy contract and another that could be responsible for managing management contracts.

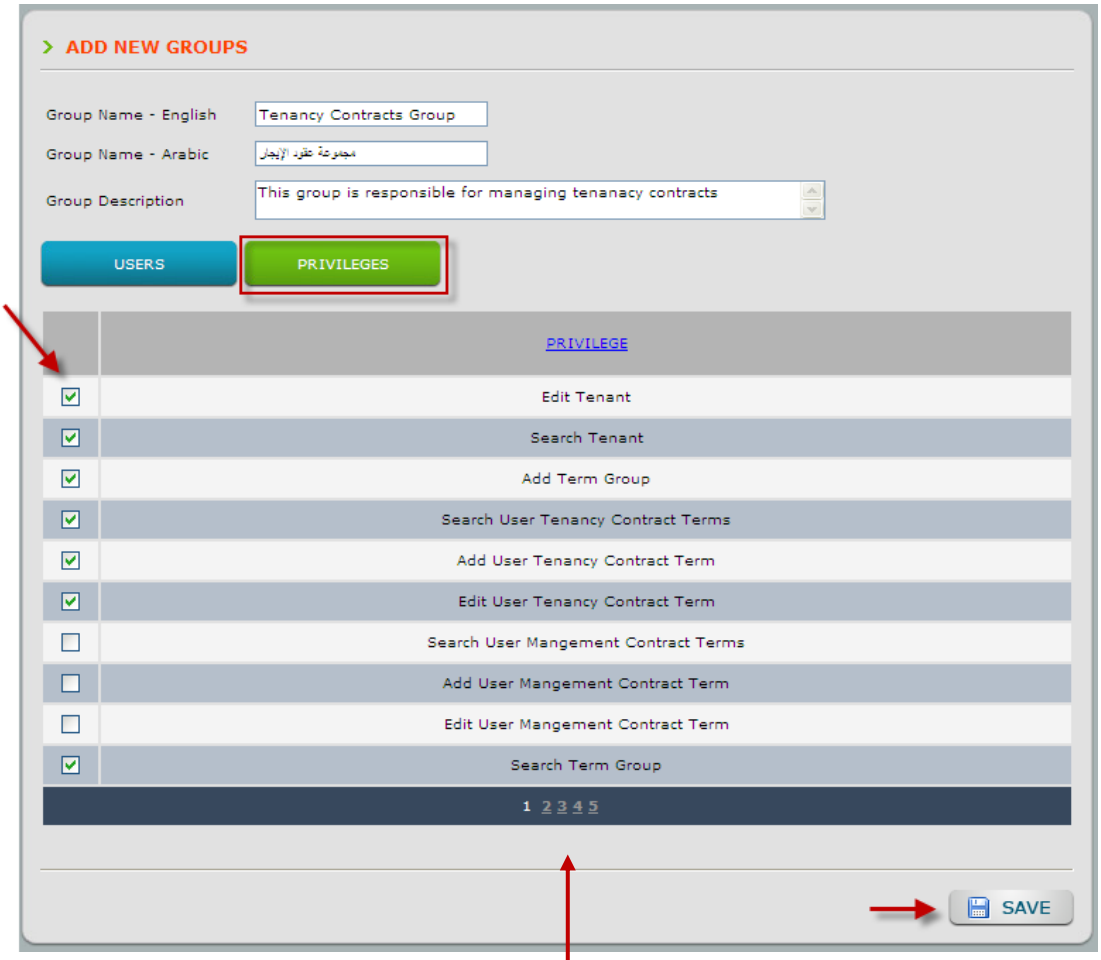
Users

4. In the **Users** tab, select the users you want to add to the group from the list of the sub-users associated with your admin account
5. Click on **Save**



Privileges

6. In the **Privileges** tab, select the privileges you want to assign to the users belong to this group
7. Click on **Save**



Note: use the paging numbers at the bottom of the page to find the full list of the available privileges

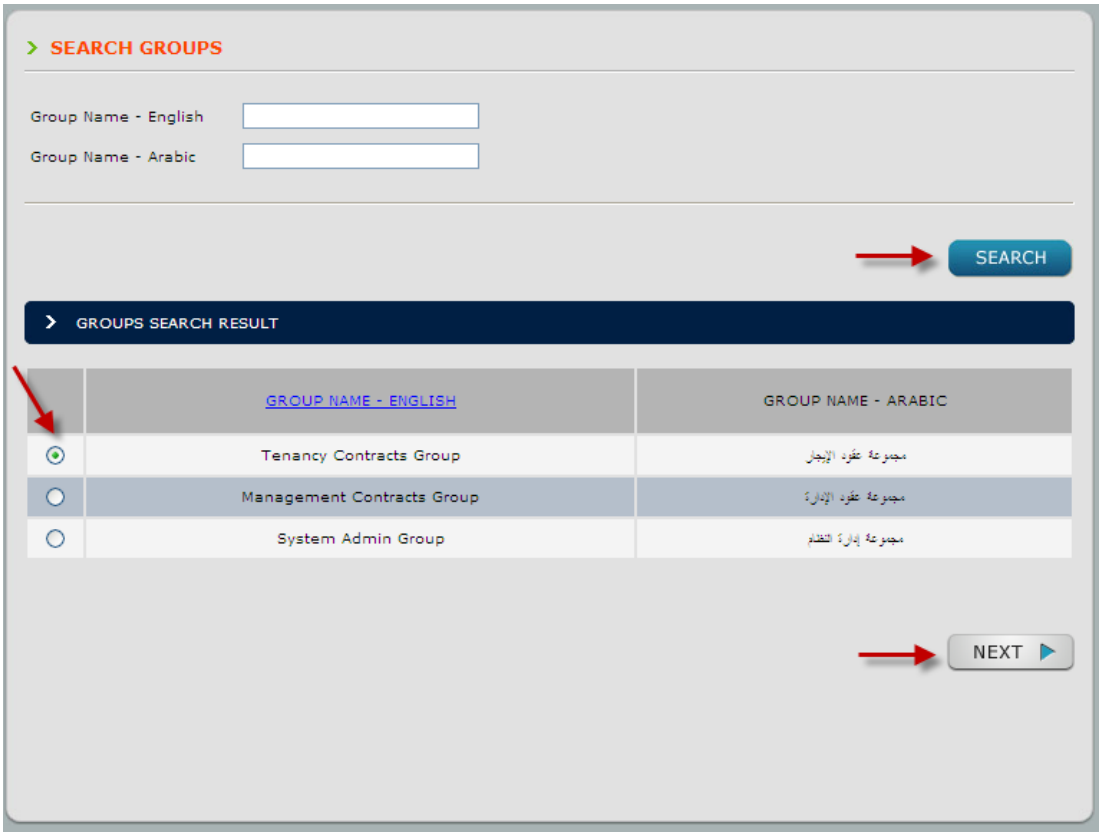
8. Click on **Save** and the following confirmation message will appear:



Search Groups

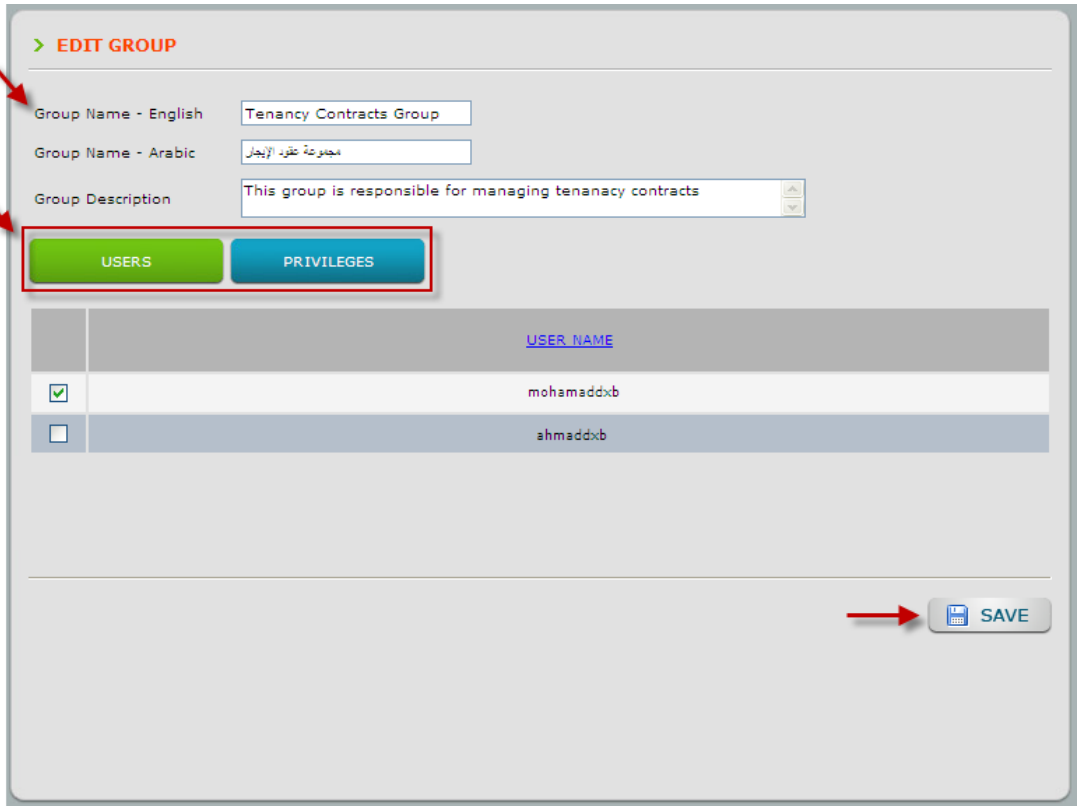
To search for a group and edit it, click on **User Management>Search Groups** from the main menu and follow the next steps:

1. Enter the **Group Name** in English (optional)
2. Enter the **Group Name** in Arabic (optional)
3. Click on **Search**



4. Select one of the resulted groups (if any) and click on **Next**

5. Change the **Group Name** and **Description** if needed
6. Update the users by selecting new users or unselecting existing ones
7. Update the privileges by selecting new privileges or unselecting existing ones



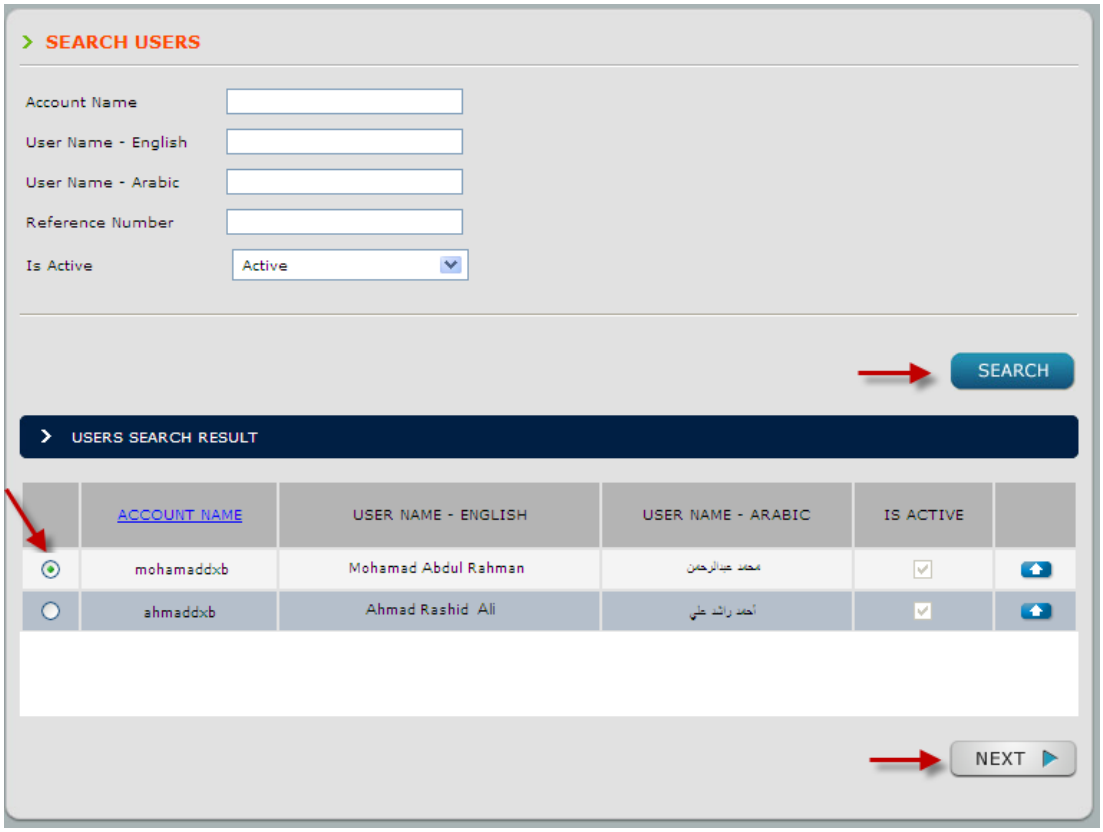
8. Click on **Save** and the following confirmation message will appear:



Search Users

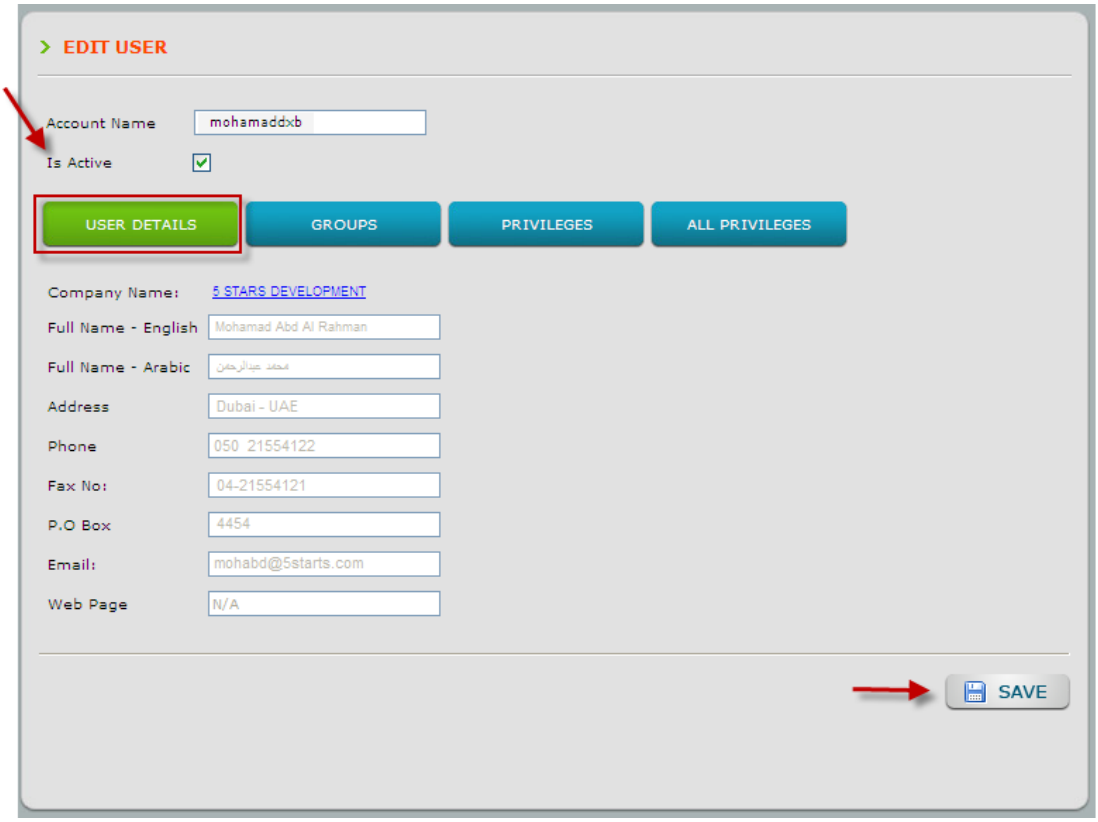
To search for a user and edit it, click on **User Management>Search Users** from the main menu and follow the next steps:

1. Enter the **Account Name**
2. Enter the **User Name** in English and Arabic
3. Enter the **Reference Number**
4. Select whether the user is **Active** or **Inactive**
5. Click on **Search**

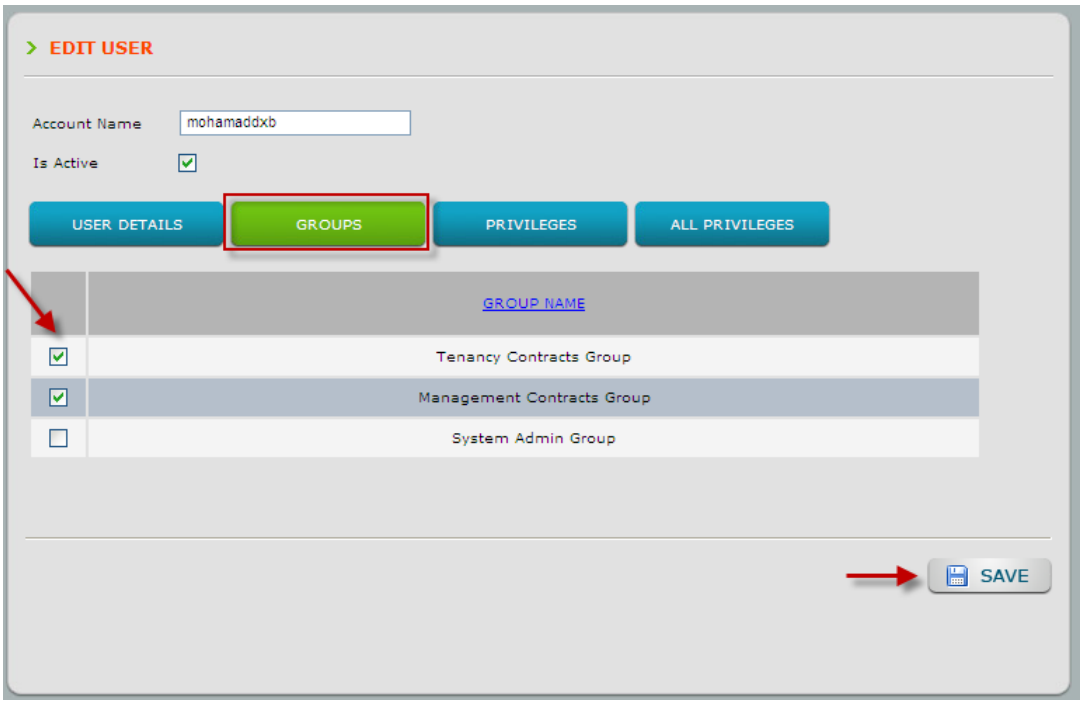


6. Select one of the resulted users (if any) and click on **Next**

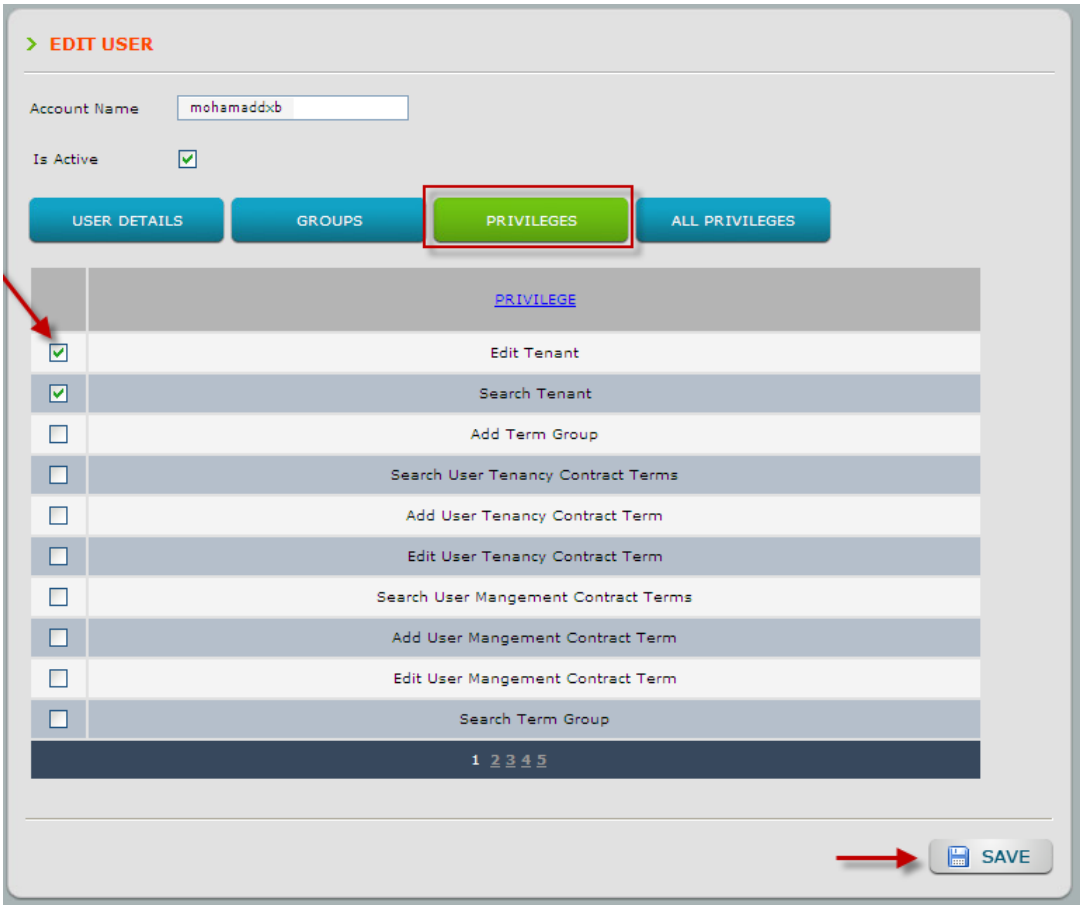
7. In the **Edit User** screen, perform one of the following actions**:**
    a. To deactivate a user, uncheck **Is Active** and click on **Save**
    b. To activate a user, check **Is Active** and click on **Save**
8. In the **User Details** tab, you will be able to view the following information:
    a. Company Details: Click on the company name link to view company and owner details
    b. User Details: User full name, address and contacts will be displayed in a read-only mode



9. In the **Groups** tab, select new groups or unselect existing ones to change the groups that this user should belong to



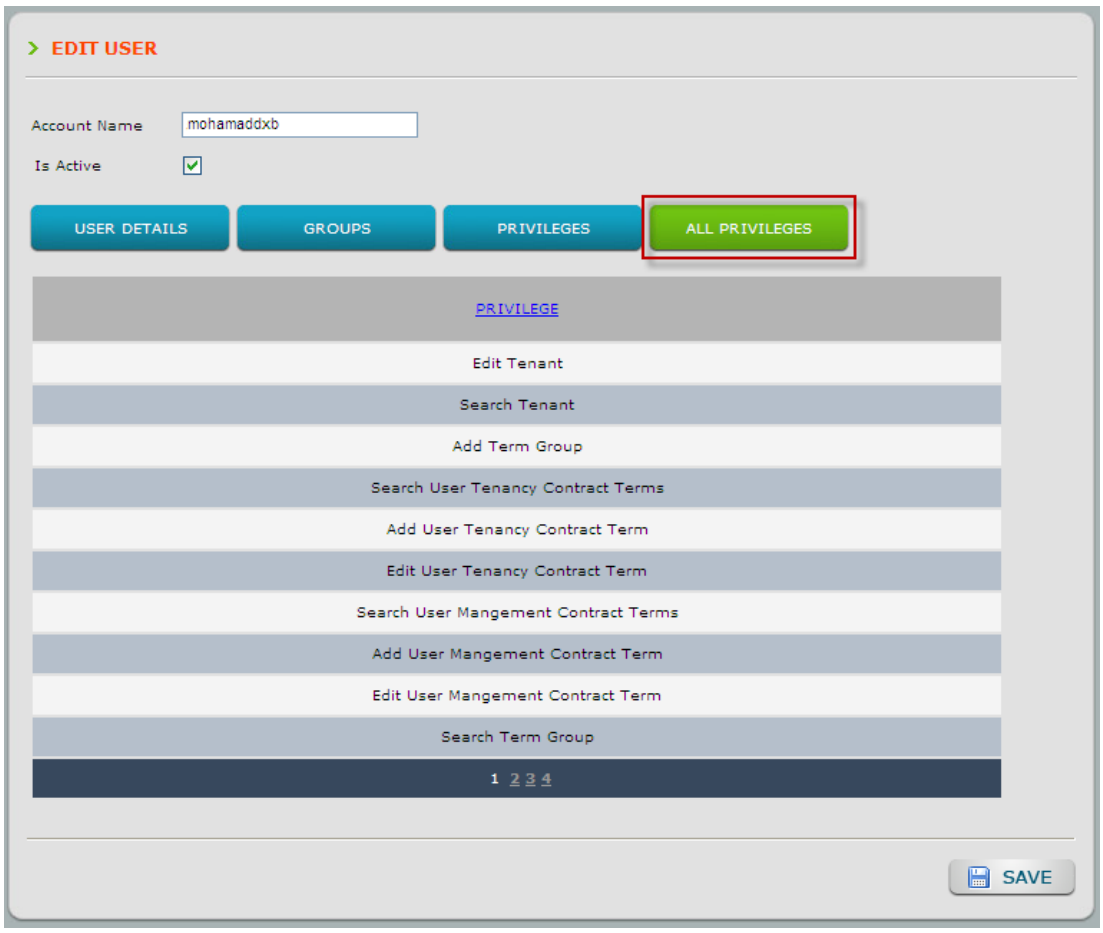
10. In the **Privileges** tab, select new privileges or unselect existing ones to add to the privileges that this user will be granted as part of one or more groups



11. Click on **Save** and the following confirmation message will appear:



12. In **All Privileges** tab, you will be able to view all privileges that this user is granted (either as part of a pre-defined group or any additional privileges assigned by the admin)



Note: Sub users will be part of a default pre-defined group that will not be shown in the Groups tab. To reset this group privileges, you need to contract Ejari support team

My Profile 11

My Profile module allows you to view your personal information or change your account password in few simple steps. In this chapter, you will learn how you can display your personal information and change your account password. Navigate to **My Profile** through the main menu and then follow the instruction as illustrated in this chapter.

My Personal Information

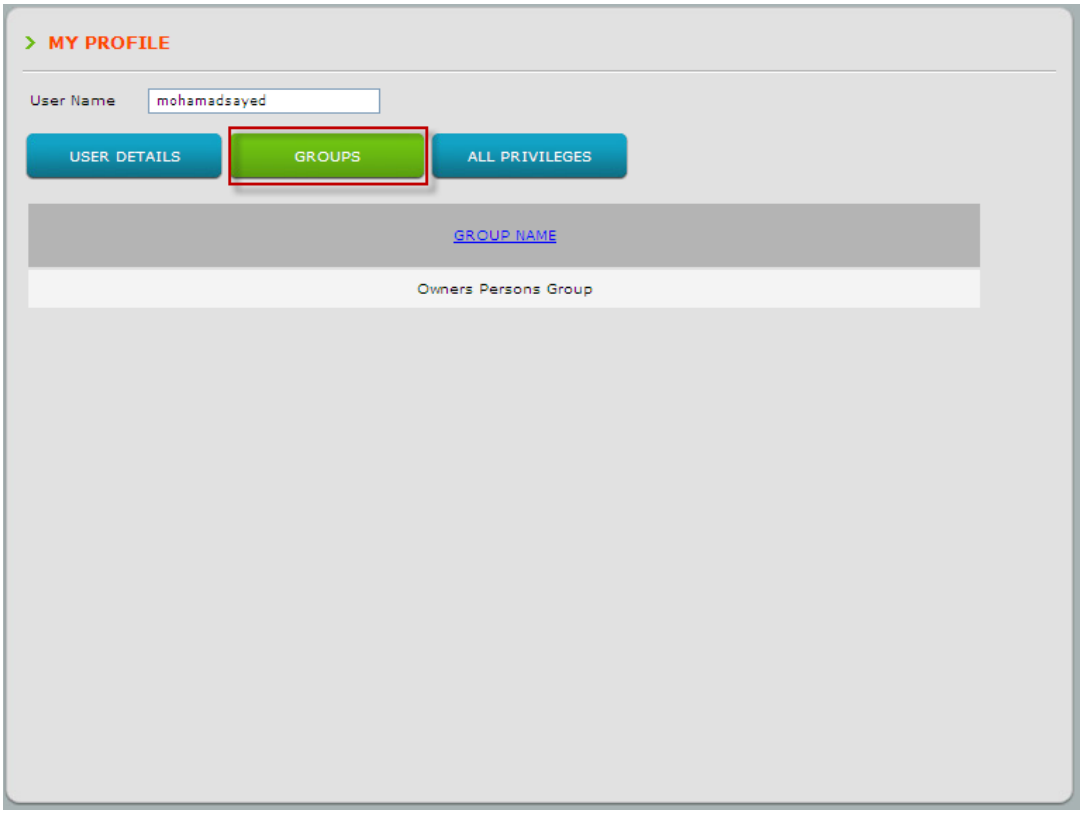
To review your personal or account information, click on **My Profile>My Personal Information** and you will be able to view the following information:

User Details



Click on the next tab to view the user **Groups** you belong to:

Groups



Click on the next tab to view all the **Privileges** granted to your account:

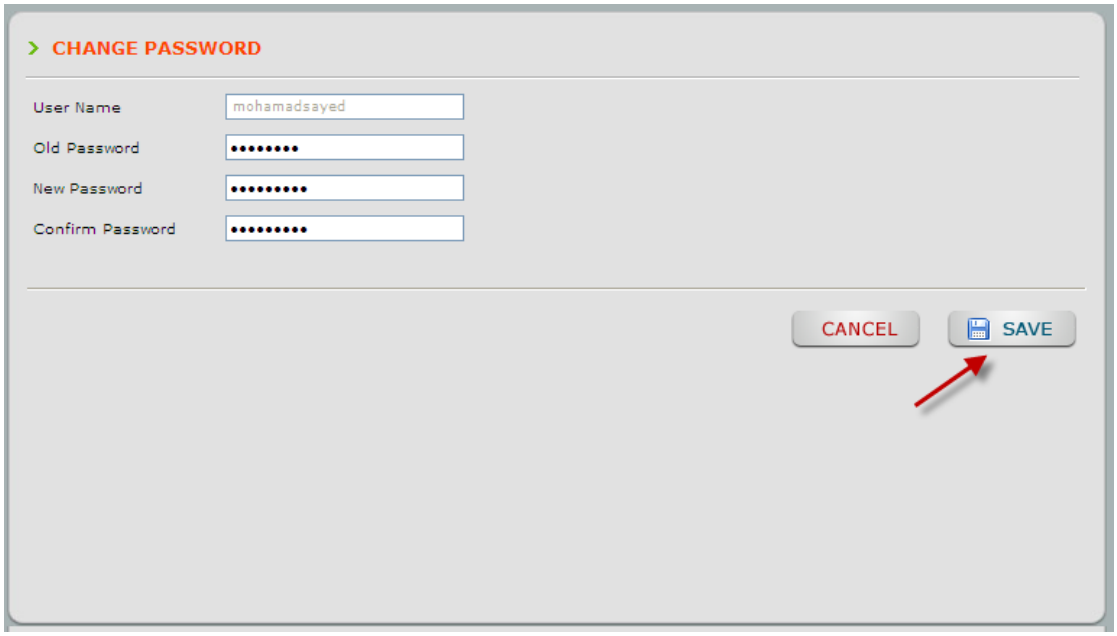
All Privileges



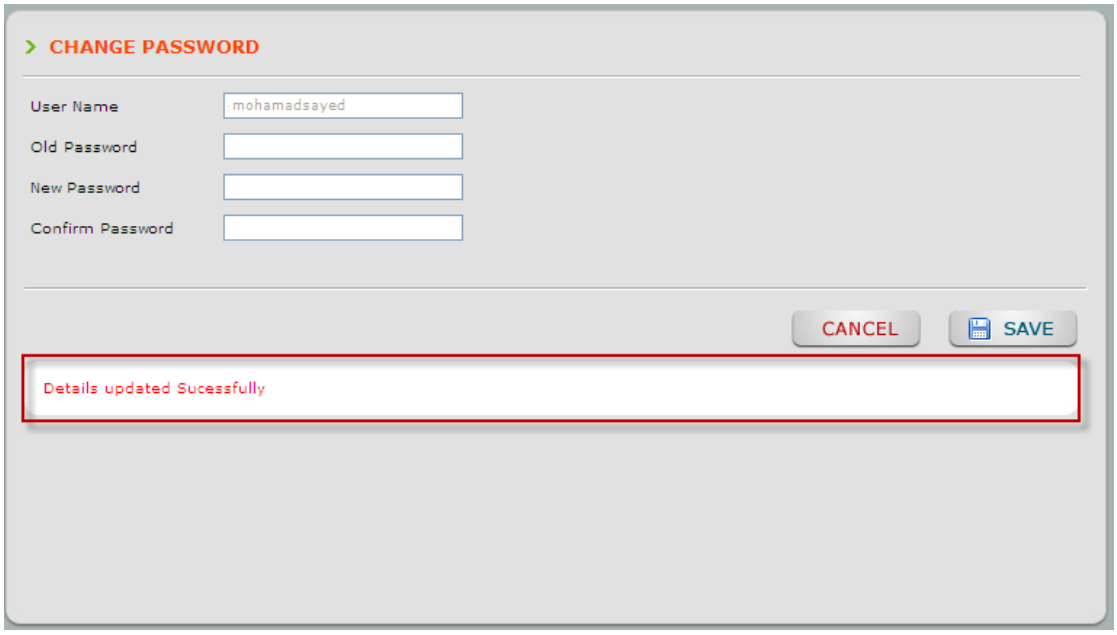
Change My Password

To reset you password, click on **My Profile>Change My Password** and follow the next steps:

1. Enter your **Old Password**
2. Enter a **New Password**
3. **Confirm** your new **Password**



4. Click on **Save** to save the new password and the following confirmation message will appear (You can start using your new password the next time you login):



5. To cancel this operation, click on **Cancel**